



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 6

# Budget Estimates 2019-2020

Report 12

May 2020

6



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Portfolio Committee No. 6 - Transport and Customer Service

# **Budget Estimates 2019-2020**

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## Terms of reference

1. That on tabling, the Budget Estimates and related papers for the financial year 2019 – 2020 presenting the amounts to be appropriated from the Consolidated Fund be referred to the Portfolio Committees for inquiry and report.
2. That for the purposes of the Budget Estimates inquiry 2019 – 2020:
  - (a) initial hearings be scheduled over 12 days from 29 to 30 August, 2 to 6 September and 9 to 13 September 2019, with the examination of portfolios on those days to be specified by further resolution of the House,
  - (b) supplementary hearings be scheduled over five days from 28 October to 1 November 2019, or on such other dates as required, with the examination of portfolios on those days to be determined by resolution of each committee,<sup>1</sup>
  - (c) further hearings be scheduled over 12 days from 2 to 17 March 2020, with the examination of portfolios on those days to be specified by further resolution of the House and the time for giving of evidence by ministers, parliamentary secretaries and officers to be determined by resolution of each committee,<sup>2</sup>
  - (d) each scheduled day for the initial and further rounds<sup>3</sup> of hearings will begin at 9.30 am and conclude by 8.30 pm,<sup>4</sup>
  - (e) the committees must hear evidence in public,
  - (f) the committees may ask for explanations from ministers, parliamentary secretaries or officers of departments, statutory bodies or corporations, relating to the items of proposed expenditure,
  - (g) witnesses, including ministers, may not make an opening statement before the committee commences questions,
  - (h) members may lodge supplementary questions with the committee clerk by 5.00 pm within two days, excluding Saturday and Sunday, following a hearing,
  - (i) answers to questions on notice and supplementary questions are to be published, except those answers for which confidentiality is requested, after they have been circulated to committee members, and
  - (j) committees are to present a final report to the House by 30 June 2020.

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<sup>1</sup> *Minutes*, NSW Legislative Council, 16 October 2019, p 520.

<sup>2</sup> *Minutes*, NSW Legislative Council, 20 November 2019, p 729.

<sup>3</sup> *Minutes*, NSW Legislative Council, 16 October 2019, p 520.

<sup>4</sup> *Minutes*, NSW Legislative Council, 20 November 2019, p 729.

3. That this House resolve to adopt a revised schedule for future budget estimates inquiries similar to the Senate estimates process comprised of:
- (a) an initial round of estimates hearings over 12 days on the tabling of the Budget Estimates and related papers,
  - (b) supplementary hearings scheduled over five days in October or November of that year, and
  - (c) further hearings scheduled over 12 days in February or March of the following year.

The terms of reference were referred to the committee by the House on 8 May 2019, and amended on 16 October 2019 and 20 November 2019.<sup>5</sup>

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<sup>5</sup> *Minutes*, NSW Legislative Council, 8 May 2019, pp 117-119; 16 October 2019, p 520; 20 November 2019, p 729.

## Committee details

### Committee members

<b>Ms Abigail Boyd MLC</b>	The Greens	<i>Chair</i>
<b>The Hon Mark Banasiak MLC</b>	Shooters, Fishers and Farmers Party	<i>Deputy Chair</i>
<b>The Hon Scott Farlow MLC</b>	Liberal Party	
<b>The Hon Sam Farraway MLC</b>	The Nationals	
<b>The Hon Shayne Mallard MLC</b>	Liberal Party	
<b>The Hon Daniel Mookhey MLC</b>	Australian Labor Party	
<b>The Hon John Graham MLC</b>	Australian Labor Party	

### Non-substantive members who attended the hearings

<b>The Hon Lou Amato MLC</b>	Liberal Party
<b>The Hon Niall Blair MLC</b>	The Nationals
<b>The Hon Mark Buttigieg MLC</b>	Australian Labor Party
<b>The Hon Anthony D'Adam MLC</b>	Australian Labor Party
<b>Ms Cate Faehrmann MLC</b>	The Greens
<b>Mr Justin Field MLC</b>	Independent
<b>The Hon Courtney Houssos MLC</b>	Australian Labor Party
<b>The Hon Emma Hurst MLC</b>	Animal Justice Party
<b>The Hon Trevor Khan MLC</b>	The Nationals
<b>The Hon Taylor Martin MLC</b>	Liberal Party
<b>The Hon Mark Pearson MLC</b>	Animal Justice Party
<b>The Hon Adam Searle MLC</b>	Australian Labor Party
<b>Mr David Shoebridge MLC</b>	The Greens
<b>The Hon Mick Veitch MLC</b>	Australian Labor Party

### Contact details

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## Chair's foreword

I am pleased to present this report on the Inquiry into Budget Estimates 2019-2020. This annual inquiry into the Budget Estimates ensures parliamentary oversight of the Budget, and provides an important mechanism for the accountability of the executive government to the Legislative Council.

Portfolio Committee No. 6 – Transport and Customer Service is responsible for the scrutiny of the following portfolio areas:

- Regional Transport and Roads
- Customer Service
- Transport and Roads
- Better Regulation and Innovation

The key evidence gathering mechanism of this Inquiry is through the conduct of public hearings. This report lists the key issues raised during the hearings. Transcripts, tabled documents and additional answers provided after the hearings are published on the [Inquiry's webpage](#).

On behalf of the committee, I would like to thank the ministers and their officers who assisted the committee during this important inquiry. I am grateful to my fellow committee members and the secretariat staff for their contributions to the inquiry process.



Ms Abigail Boyd MLC  
**Chair**



## Chapter 1 Introduction

The Inquiry into Budget Estimates is one of the key mechanisms for parliamentary committees to scrutinise government expenditure, performance and effectiveness. It holds ministers and government officials to account and provides a greater level of transparency to the public.

The Inquiry is conducted annually by the Legislative Council's Portfolio Committees. Each committee examines the budget estimates of its responsible portfolios, with ministers and senior public servants as the primary witnesses. The evidence taking process of the Inquiry consists of answers provided during public hearings and answers to post-hearing written questions (known as supplementary questions). There is no provision for written submissions.

### Referral of the Budget Estimates 2019-2020

- 1.1 The Inquiry into Budget Estimates 2019-2020 ('the Inquiry') was referred to the portfolio committees on 8 May 2019 by the Legislative Council.<sup>6</sup> The budget estimates resolution establishing the Inquiry and that sets out the rules for the Inquiry is reproduced on page iv and v.
- 1.2 The budget estimates resolution this year had significant procedural changes compared to previous years. The amount of time for questioning for each portfolio area was significantly increased, and the duration of the whole inquiry across all the portfolio committees was 12 days, compared to previous years of five. The variations to the conduct of the Inquiry are outlined below.

#### Total hearing time for questioning

- 1.3 The resolution authorised the committees to conduct three rounds of hearings: initial, supplementary and further hearings, from 9.30 am to 8.30 pm, to examine all portfolios for each minister.
- 1.4 The total amount of time available for scrutiny was nearly tripled compared to previous estimates inquiries. In the past, only two rounds of hearings (initial and supplementary) were conducted and portfolios under the same minister were examined for under four hours duration. That meant that Ministers and senior public servants could generally face a maximum of eight hours of questioning over two budget estimates hearings. In contrast, under the new resolution Ministers and senior public servants could face potentially up to 33 hours of questioning over three different hearings.
- 1.5 On 16 October 2019, the House amended the resolution to require only initial and further rounds of the hearings to begin at 9.30 am and conclude by 8.30 pm. The committees were therefore able to determine when and how much time was required for supplementary hearings, if any.<sup>7</sup>

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<sup>6</sup> *Minutes*, NSW Legislative Council, 8 May 2019, pp 117-119.

<sup>7</sup> *Minutes*, NSW Legislative Council, 16 October 2019, p 520.

### Witnesses

- 1.6 The resolution required ministers, parliamentary secretaries or officers of departments, statutory bodies or corporations, relating to the items of proposed expenditure, to appear in the morning session, and only officers giving further evidence during the afternoon session.<sup>8</sup> It is noted that parliamentary secretaries were not required to give evidence to earlier estimates inquiries.
- 1.7 On 20 November 2019, the resolution was further amended so that, for the further hearings, each committee could determine who (ministers, parliamentary secretaries, public servants, or representatives from statutory bodies) they wanted to call and for how long they were to appear within the parameters of 9.30am to 8.30pm.<sup>9</sup>

### Number of hearings

- 1.8 The Budget Estimates resolution, as amended, stipulated that the initial hearings be held between 29 August and 13 September 2019, supplementary hearings from 28 October to 1 November 2019, and further hearings from 2 to 17 March 2019.<sup>10</sup>

### Hearings

- 1.9 The committee held 11 public hearings as follows:
- Friday 30 August 2019 – Transport and Roads
  - Monday 9 September 2019 – Better Regulation and Innovation
  - Tuesday 10 September 2019 – Regional Transport and Roads
  - Thursday 12 September 2019 – Customer Service
  - Monday 28 October 2019 – Transport and Roads and Regional Transport and Roads (supplementary hearing)
  - Monday 28 October 2019 – Better Regulation and Innovation (supplementary hearing)
  - Monday 28 October 2019 – Customer Service (supplementary hearing)
  - Monday 2 March 2020 – Regional Transport and Roads (further hearing)
  - Monday 9 March 2020 – Customer Service (further hearing)
  - Wednesday 11 March 2020 – Transport and Roads (further hearing)
  - Monday 16 March 2020 – Better Regulation and Innovation (further hearing).

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<sup>8</sup> *Minutes*, NSW Legislative Council, 8 May 2019, pp 117-119.

<sup>9</sup> *Minutes*, NSW Legislative Council, 20 November 2019, pp 117-119.

<sup>10</sup> *Minutes*, NSW Legislative Council, 20 November 2019, pp 117-119.

## **Transcripts, questions on notice and supplementary questions**

- 1.10** Transcripts of the hearings, questions taken on notice, supplementary questions and answers to these questions are available on the Budget Estimates web page at: [www.parliament.nsw.gov.au/budgetestimates](http://www.parliament.nsw.gov.au/budgetestimates).



## Chapter 2 Issues raised during hearings

This chapter provides a brief summary of key issues raised during the hearings.

### Better Regulation and Innovation

**2.1** A hearing examining the portfolio of Better Regulation and Innovation was held on Monday 9 September 2019. The following issues were raised during the committee's examination of this portfolio:

- Register of buildings with flammable cladding, including location, registration, assessment and rectification of buildings, and notification of tenants and users of affected buildings
- Reforms to regulation of building and construction industry, including the appointment of a Building Commissioner
- Greyhound racing, including live baiting, injuries, euthanasia, whole of life tracking, rehoming, track safety and prize money
- Seizure of unsafe consumer products
- Dust diseases in the manufactured stone industry and actions taken in respect of silicosis and complaints about dust from building sites
- Resourcing of the Building Commissioner and triaging of risk in respect of building defects
- SafeWork NSW inspections conducted and improvement notices issued
- Role of the Building Commissioner in approval of resubmitted development plans
- Greyhound racing tracks prohibited from holding races
- SafeWork NSW responses to complaints of workplace bullying and harassment and measures to promote mentally healthy workplaces
- Measures to address efficiency dividends
- Inspections and actions in respect of retirement villages.

**2.2** A supplementary hearing examining the portfolio of Better Regulation and Innovation was held on Monday 28 October 2019. The following issues were raised during the committee's examination of this portfolio:

- The work of the Building Commissioner including his powers, work plan, extent of building defects in New South Wales, and the engagement of Bronwyn Weir as an external consultant
- Flammable cladding on buildings including the number and type of affected buildings, notification of tenants, rectification work, cladding on the Safe Work building at Liverpool, and the work of the Flammable Cladding Taskforce
- Actions in response to building defects at Mascot Towers including the engagement of an external expert to prepare a report on remediation works

- Actions to support consumers buying new or existing properties
- Licensing and regulation of electrical work, including response to allegations of work by unlicensed electricians
- Workplace health and safety risks, including risks to older workers, falls from heights and exposure to silica dust.

**2.3** A further hearing examining the portfolio of Better Regulation and Innovation was held on Monday 16 March 2020. The following issues were raised during the committee's examination of this portfolio:

- Protection of consumers to the events surrounding the COVID-19 pandemic, such as:
  - Consumers' rights when flights are cancelled
  - Claiming under travel insurance
  - Cancellation of events
  - Impact on employment of event management jobs
  - Mass purchasing and subsequent price gouging of protective equipment such as face masks
  - Price gouging of prices during resale
  - The consumer's right to a change of mind refund.
- The conditions for greyhounds and greyhound racing, including:
  - Draft NSW Greyhound Welfare Code of practice
  - The conditions for breeding greyhounds
  - Upgrades to the Grafton Racecourse
  - Impact of the ban on gatherings over 500 people on greyhound racing events
  - The rehoming of retired greyhounds.
- Progress towards the rectification of flammable cladding on New South Wales buildings, including:
  - NSW Building Commissioners work plan and recommendations
  - Remediation of government owned buildings
  - Public release of details of government owned buildings containing flammable cladding
  - Systems used to adhere external cladding which are unsafe at high temperatures.
- Information available to people accessing public buildings with flammable cladding
- Information available to prospective purchasers and tenants of buildings with flammable cladding.
- Rectification of buildings with flammable cladding in NSW
- Government initiatives to address increasing cases of silicosis in NSW, including the NSW register of dust diseases and the progress of the Manufactured Stone – Silica Safety Rebate Program
- Unlicensed electrical work in the general community and significant government projects

- Details of SafeWork NSW's activities, including special enforcement or inspections at airports in relation to coronavirus; legal proceedings from workplace deaths and injuries; and other inspection matters
- Details regarding the structure and resourcing of the Innovation and Better Regulation portfolio agencies.

## Customer Service

2.4 A hearing examining the portfolio of Customer Service was held on Thursday 12 September 2019. The following issues were raised during the committee's examination of this portfolio:

- Disclosure of RMS driving information by the Minister's office
- Poker machines, prohibited features register, loyalty programs and 'losses disguised as wins'
- Crown Casino
- Gambling advertising on public transport
- Workers compensation scheme benefits under s.39 and s.59A
- Cost of living service
- Regulation of insurer profits
- Digital drivers licences including the rollout and take up of digital licenses across the state, security measures to prevent identity theft
- SIRA compliance and audit and performance review of workers compensation nominal insurer scheme
- Short timeframes for claims processing by insurance companies
- Gaming Machine Regulation 2019 consultation process; gambling harm and prevention research commissioned by Office of Liquor, Gaming and Racing
- Issues with GovConnect — over or underpaying public servants, and how the money is being recouped
- Research commissioned on the Waratah brand/rebranding
- Critical communications enhancement program
- Restructure management plans for new government clusters
- Responsibilities of Cyber Security NSW.

2.5 A supplementary hearing examining the portfolio of Customer Service was held on Monday 28 October 2019. The following issues were raised during the committee's examination of this portfolio:

- Post separation employment of previous Secretary, Department of Customer Service
- Arrangements for Workers Compensation Independent Review Office

- Customer service standards, including in the Firearms Registry
- Cybersecurity and cyber crime, including the ability to detect and respond to issues
- Digital exclusion and provision of government services
- GovConnect including under and over payment of government employees

**2.6** A further hearing examining the portfolio of Customer Service was held on Monday 9 March 2020. The following issues were raised during the committee's examination of this portfolio:

- Oversight of iCare by SIRA, including recent issues relating to inaccurate payments
  - SIRA monitoring and audit processes, and review of medical cost schedules
  - Regional travel card program for seniors and veterans
  - Volunteer firefighter assistance payments
  - Late night economy and live music venue licencing
  - Administration of the firearms register
  - Review of gaming machines register
  - Restructure of government websites, and NSW Government digital transformation
  - Critical Communications Enhancement program
  - Administrative issues relating to appointment and powers of Customer Service Commissioner, establishment of Service NSW centres, consultant and procurement arrangements, and budget overruns relating to employee costs
  - Further questions on SIRA and oversight of iCare (premium increase requests, contracts issued, conflict of interest arrangements), as well as 21 Point Action Plan
  - Staffing levels at Ausgrid and monitoring of compliance with legislated employment guarantees by IPART
  - Bushfire assistance at mobile Service NSW centres, as well as drought assistance
  - Volunteer firefighter assistance payments
  - Regional travel card program for seniors and veterans, including delay in applications and use of data by Westpac
  - Discussion of GIPA process and requirements
  - Critical Communications Enhancement program
  - Restructure of government websites, and NSW Government digital transformation, including accessibility issues
  - Administrative issues relating to appointment and powers of Customer Service Commissioner, cybersecurity challenges and approach of Commission
  - Consultation with festival industry regarding future coronavirus contingencies
- Staffing levels at Independent Liquor and Gaming Authority.

## Regional Transport and Roads

**2.7** A hearing examining the portfolio of Regional Transport and Roads was held on Tuesday 10 September 2019. The following issues were raised during the committee's examination of this portfolio:

- Maintenance and replacement of timber bridges on regional state roads
- Criteria and process for the reclassification of local roads to state roads
- Cracks in centre pins of XPT Trains
- On-demand bus trials in regional areas including bus services and routes for isolated communities
- Coffs Harbour and Muswellbrook bypasses
- Status of plans for the fast rail network
- Intercity fleet maintenance facility at Kangy Angy
- Planning for the impact of climate change on regional transport infrastructure
- Plan for reducing emissions in regional transport
- Roll-out of electric buses in regional areas
- 15,000km road commitment
- Asbestos register
- Grids and gates on state roads
- Bush fire maintenance
- River Street Bridge
- Waterfall rail accident
- Pacific Highway upgrades
- Lollipop supervisors
- Werris Creek Road
- Heavy vehicle inspections.

**2.8** A further hearing examining the portfolio of Regional Transport and Roads was held on Monday 2 March 2020. The following issues were raised during the committee's examination of this portfolio:

- Regional seniors travel cards
- Funding of local councils for repairs after recent bushfires and floods
- Lessons government learnt after recent bushfires
- Restart NSW in regional areas
- Election commitments – Kempsey Road – reclassification of roads - process

- Blue Mountains and Great Western Highway duplication
- Point to point cameras and road fatalities – turning them on for cars on regional roads
- Lowering of default speed limit
- Mobile phone detection cameras on regional roads - rollout
- Regional rail – ARTC contracts
- Byron Bay rail corridor
- Bushfires - RMS contribution to removing fences
- Evacuation centres for bushfires - road access
- Tumut aerodrome and other emergency aerodromes
- Government practice for emergency services
- Regional train services – reliability, delays and trip times
- Proposed Bells Line Expressway
- Barton Highway
- Regional Roads projects
- Tambulam Bridge project
- Road signs on regional roads – directional signs, tourist signs (road signage after bushfires)
- Replacement of road assets after bushfires
- Road classification task force
- Bridge upgrades
- The take-up, costings and privacy protections of the Regional Seniors Travel Card
- The rebuilding of regional roads and infrastructure after the fires
- The reclassification of certain local government roads as State roads
- The roll-out of mobile phone detection cameras and other measures to reduce the road toll
- The state of regional rail tracks, the purchase of new TrainLink regional stock and the recent derailment of the XPT train at Wallan
- Traffic congestion over the Blue Mountains and future upgrades to the Great Western Highway and Bells Line of Road
- The status and costings of 11 current road and bridge construction projects
- The policy relating to roadside memorials
- The connectivity of the Singleton bypass and the department's consultation process with community

- The operation of point-to-point cameras and average speed safety cameras, the number of general speed signs and potential changes to default speed limits
- The management of roadside weeds following the bushfires, and council's response to vegetation management
- The pricing determinations for community transport schemes.

## Transport and Roads

**2.9** A hearing examining the portfolio of Transport and Roads was held on Friday 30 August 2019. The following issues were raised during the committee's examination of this portfolio:

- CBD Light Rail public-private partnership contract
- WestConnex
- Road tolls
- Hills area bus services
- Sydney trains asbestos management
- Metro West business case
- On-demand bus service trials
- Cyclist safety
- Regional bus services franchises
- Newcastle port
- Problems on the Sydney train network, upgrades to digital signalling on the network, the impact of the North-West metro line on the network and train speeds on the Newcastle line
- Procurement of the new inner-city train fleet and guard arrangements on the new trains
- Problems on the Sydney metro line, safety measures built into the design of the metro and the replacement of the heavy rail line to Bankstown
- Safety awareness around the new light rail systems in Sydney and Newcastle, travel times on the new Sydney light rail line and patronage of the inner west light rail line
- The \$50 weekly cap on opal card fares and the roll-out of contactless credit-card payments across all public transport mediums
- Public transport customer satisfaction levels
- Disability access to public transport and station upgrades across the rail network
- Remuneration and appointment of senior officers of the Port Authority of NSW
- The possible cruise terminal at Yarra Bay, including market testing of demand and means of delivery of a possible cruise terminal

- Oversight of ride sharing services including safety inspections and the transition of the taxi industry
- Property acquisitions as part of major transport projects
- Money being spent through the Active Transport Program including upgrades to cycleways and pedestrian pathways
- Update of electric vehicles, roll out of electric buses and the availability of charging stations.

**2.10** A further hearing examining the portfolio of Transport and Roads was held on Wednesday 11 March 2020. The following issues were raised during the committee's examination of this portfolio:

- Removal of bus stops
- Proposal for cruise ship terminal in Botany Bay
- Advertising on public transport
- WestConnex privatisation
- access improvement for boat ramps
- electrical vehicles
- light rail trip times and safety
- tolls
- \$4.3 billion blowout on Sydney Metro, specifically timing around when Transport for NSW were informed
- Taxis and rideshare breaches under the Act
- Electric buses and future ownership arrangements, including whether the Government policy on this has changed
- Light rail, including overcrowding on Dulwich Hill line and whether a station will be built at White Bay
- Potential sale of WestConnex
- Redfern Station upgrade
- NorthConnex
- Other issues associated with transport infrastructure projects, including staffing, property acquisition, compensation for affected residents, safety issues around diversions.

## **Transport and Roads and Regional Transport and Roads**

**2.11** A supplementary hearing examining the portfolios of Transport and Roads and Regional Transport and Roads concurrently was held on Monday 28 October 2019. The following issues were raised during the committee's examination of the concurrent portfolios:

- Performance of region 6 buses since privatisation
- Further privatisation of bus services
- Regulation of unvetted drivers
- Actions for light rail following death of cyclist in Newcastle
- Double charging on opal card tapping.



## Appendix 1 Witnesses at hearings

### Transport and Roads – Friday 30 August 2019

Name	Position and Organisation
The Hon Andrew Constance MP	Minister for Transport and Roads
Ms Eleni Petinos MP	Parliamentary Secretary for Transport and Roads
Mr Rodd Staples	Secretary, Transport for NSW
Ms Elizabeth Mildwater	Deputy Secretary, Greater Sydney, Transport for NSW
Mr Jon Lamonte	Chief Executive, Sydney Metro
Mr Howard Collins	Chief Executive, Sydney Trains
Mr Steffen Faurby	Chief Executive, State Transit Authority
Mr Grant Gilfillan	Chief Executive Officer and Director, Port Authority of NSW
Mr Anthony Wing	Point to Point Transport Commissioner
Mr Simon Draper	Chief Executive Officer, Infrastructure NSW
Mr Steve Pascall	Project Director, Sydney Light Rail
Mr Anand Thomas	Program Director, Parramatta Light Rail
Ms Fiona Trussell	A/Chief Executive, Roads and Maritime Services
Mr John Hardwick	Executive Director, Sydney Division, Transport for NSW

### Better Regulation and Innovation – Monday 9 September 2019

Name	Position and Organisation
The Hon Kevin Anderson MP	Minister for Better Regulation and Innovation
Mr Glenn King	Secretary, Department of Customer Service
Ms Rose Webb	Deputy Secretary and Commissioner of Fair Trading, Department of Customer Service

Mr John Tansey	Executive Director, Regulatory Policy, Department of Customer Service
Mr Clinton Gould	Chief Financial Officer, Department of Customer Service
Mr Terry O'Brien	Director, Office of Racing, Department of Customer Service
Mr Andrew Gavrielatos	Executive Director Specialist Services, SafeWork Operations, Department of Customer Service
Mr David Chandler OAM	NSW Building Commissioner

### Regional Transport and Roads – Tuesday 10 September 2019

Name	Position and Organisation
The Hon Paul Toole MP	Minister for Regional Transport and Roads
Mr Stephen Bromhead MP	Parliamentary Secretary for Regional Transport
Mr Christopher Gulaptis MP	Parliamentary Secretary for Regional Roads and Infrastructure
Mr Rodd Staples	Secretary, Transport for NSW
Mr Matthew Fuller	A/Deputy Secretary, Regional and Outer Metropolitan, Transport for NSW
Mr Peter Regan	Deputy Secretary, Infrastructure and Place, Transport for NSW
Mr Pete Allaway	A/Chief Executive, NSW TrainLink
Mr Roy Wakelin-King	Executive Director, Regional Roads, Transport for NSW

### Customer Service – Thursday 12 September 2019

Name	Position and Organisation
The Hon Victor Dominello MP	Minister for Customer Service
The Hon Catherine Cusack MLC	Parliamentary Secretary for Cost of Living
Mr Glenn King	Secretary, Department of Customer Service, and NSW Customer Service Commissioner

Mr Clinton Gould	Chief Financial Officer, Department of Customer Service
Ms Carmel Donnelly	Chief Executive Officer, State Insurance Regulatory Authority
Mr Damon Rees	Chief Executive Officer, Service NSW
Mr Greg Wells	Government Chief Information Officer, Department of Customer Service
Mr William Murphy	Deputy Secretary, Delivery and Transformation, Department of Customer Service
Ms Natasha Mann	Executive Director, Liquor, Gaming & Racing

### **Transport and Roads, and Regional Transport and Roads – Monday 28 October 2019 (supplementary hearing)**

<b>Name</b>	<b>Position and Organisation</b>
The Hon Andrew Constance MP	Minister for Transport and Roads
The Hon Paul Toole MP	Minister for Regional Transport and Roads
Mr Rodd Staples	Secretary, Transport for NSW
Mr Matthew Fuller	A/Deputy Secretary, Regional and Outer Metropolitan, Transport for NSW
Mr Peter Regan	Deputy Secretary, Infrastructure and Place, Transport for NSW
Ms Elizabeth Mildwater	Deputy Secretary, Greater Sydney, Transport for NSW
Mr Anthony Wing	Point to Point Transport Commissioner
Mr Jon Lamonte	Chief Executive, Sydney Metro
Mr Howard Collins	Chief Executive, Sydney Trains
Mr Pete Allaway	A/Chief Executive, NSW Trainlink
Mr Steffen Faurby	Chief Executive, State Transit Authority
Ms Fiona Trussell	A/Chief Executive, Roads and Maritime Services
Mr Philip Holliday	A/Chief Executive Officer, Port Authority of NSW
Mr John Hardwick	Executive Director, Sydney Division, Transport for NSW

Mr Roy Wakelin-King AM

Executive Director, Regional and Outer Metropolitan  
Division, Roads and Maritime Services**Better Regulation and Innovation – Monday 28 October 2019 (supplementary hearing)**

<b>Name</b>	<b>Position and Organisation</b>
Ms Rose Webb	Deputy Secretary and Commissioner of Fair Trading, Department of Customer Service
Mr David Chandler OAM	NSW Building Commissioner
Mr Andrew Gavrielatos	Executive Director Specialist Services, SafeWork Operations, Department of Customer Service
Mr Peter Dunphy	Executive Director, NSW Fair Trading, Specialist Services, Department of Customer Service

**Customer Service – Monday 28 October 2019 (supplementary hearing)**

<b>Name</b>	<b>Position and Organisation</b>
The Hon Victor Dominello MP	Minister for Customer Service
Ms Emma Hogan	Secretary, Department of Customer Service
Mr William Murphy	Deputy Secretary, Delivery and Transformation, Department of Customer Service
Mr Damon Rees	Chief Executive Officer, Service NSW

**Regional Transport and Roads – Monday 2 March 2020 (further hearing)**

<b>Name</b>	<b>Position and Organisation</b>
The Hon Paul Toole MP	Minister for Regional Transport and Roads
Mr Rodd Staples	Secretary, Transport for NSW
Mr Matthew Fuller	A/Deputy Secretary, Regional and Outer Metropolitan Division, Transport for NSW

Mr Peter Regan	Deputy Secretary, Infrastructure and Place, Transport for NSW
Mr Pete Allaway	A/Chief Executive, NSW TrainLink
Mr Roy Wakelin-King	Executive Director, Regional Roads, Transport for NSW
Mr John Dinan	A/Executive Director, Community and Place, Regional and Outer Metropolitan Division, Transport for NSW
Ms Barbara Wise	Executive Director, Transport and Partnerships, Regional and Outer Metropolitan Division, Transport for NSW

### Customer Service – Monday 9 March 2020 (further hearing)

Name	Position and Organisation
The Hon Victor Dominello MP	Minister for Customer Service
Ms Emma Hogan	Secretary and NSW Customer Service Commissioner, Department of Customer Service
Mr Clinton Gould	Chief Financial Officer, Department of Customer Service
Ms Carmel Donnelly	Chief Executive Officer, State Insurance Regulatory Authority
Mr Damon Rees	Chief Executive Officer, Service NSW
Mr Greg Wells	Government Chief Information Officer, Department of Customer Service
Mr William Murphy	Deputy Secretary, Delivery and Transformation, Department of Customer Service
Ms Rose Webb	Deputy Secretary, Better Regulation Division, Department of Finance, Services and Innovation
Ms Elizabeth Tydd	NSW Information Commissioner
Ms Samantha Gavel	NSW Privacy Commissioner
Mr Philip Crawford	Chairperson, Independent Liquor and Gaming Authority
Ms Liz Livingstone	Chief Executive Officer, Independent Pricing and Regulatory Tribunal

**Transport and Roads – Wednesday 11 March 2020 (further hearing)**

<b>Name</b>	<b>Position and Organisation</b>
The Hon Andrew Constance MP	Minister for Transport and Roads
Mr Rodd Staples	Secretary, Transport for NSW
Ms Elizabeth Mildwater	Deputy Secretary, Greater Sydney, Transport for NSW
Mr Howard Collins	Chief Operations Officer, Transport for NSW
Mr Peter Regan	Deputy Secretary, Infrastructure and Place, Transport for NSW
Mr Jon Lamonte	Chief Executive, Sydney Metro
Mr Philip Holliday	Chief Executive Officer and Director, Port Authority of NSW
Mr Anthony Wing	Point to Point Transport Commissioner
Mr Steven Issa	Deputy Director, Services, Transport for NSW
Mr Stewart Mills	Chief Executive, Sydney Trains
Mr Tony Eid	A/Chief Executive, State Transit Authority

**Better Regulation and Innovation – Monday 16 March 2020 (further hearing)**

<b>Name</b>	<b>Position and Organisation</b>
The Hon Kevin Anderson MP	Minister for Better Regulation and Innovation
Ms Emma Hogan	Secretary, Department of Customer Service
Mr John Tansey	Executive Director, Regulatory Policy, Department of Customer Service
Ms Rose Webb	Deputy Secretary and Commissioner of Fair Trading, Department of Customer Service
Mr Terry O'Brien	Director, Office of Racing, Department of Customer Service
Mr Peter Dunphy	Executive Director, Compliance and Dispute Resolution, Department of Customer Service
Ms Meagan McCool	Director, Hazardous Chemical Facilities and Safety, SafeWork

## Appendix 2 Minutes

### Minutes no. 2

Wednesday 19 June 2019

Portfolio Committee 6 – Transport and Customer Service

Room 1136, Parliament House, Sydney, at 8.05 pm

#### 1. Members present

Ms Boyd, *Chair*

Ms Cusack

Mr Mookhey

Mr Primrose

#### 2. Apologies

Mr Banasiak, Deputy Chair

Mr Fang

Mr Mallard

#### 3. Draft minutes

Resolved, on motion of Ms Cusack: That draft minutes no. 1 be confirmed.

#### 4. Inquiry into Budget Estimates 2019-2020 – procedural resolutions

The committee noted the Budget Estimates timetable for 2019-2020 agreed to by the House for Portfolio Committee No. 6 hearings:

Date	Time	Portfolio
Friday 30 August 2019	9.30 am – 12.30 pm 2.00 pm – 5.00 pm 6.00 pm – 8.30 pm	Transport and Roads (Constance)
Monday 9 September 2019	9.30 am – 12.30 pm 2.00 pm – 5.00 pm 6.00 pm – 8.30 pm	Better Regulation and Innovation (Anderson)
Tuesday 10 September 2019	9.30 am – 12.30 pm 2.00 pm – 5.00 pm 6.00 pm – 8.30 pm	Regional Transport and Roads (Toole)
Thursday 12 September 2019	9.30 am – 12.30 pm 2.00 pm – 5.00 pm 6.00 pm – 8.30 pm	Customer Service (Dominello)

Resolved, on motion of Mr Primrose: That hearings and sessions be conducted according to the resolution of the House for the budget estimates.

##### 4.1 Order for examination of witnesses and portfolios

The committee noted that in normal circumstances, the ministers named in the budget estimates resolution would nominate witnesses for the hearings, and that subsequently members of the committee would be in a position to request additional witnesses.

Resolved, on motion of Mr Primrose: That the secretariat write to the ministers named in the budget estimates resolution to request that they nominate witnesses to appear at each estimates hearing, for the committee's consideration.

Resolved, on motion of Mr Primrose: That consideration of the order for examination of portfolios be postponed until a future meeting following receipt of proposed witness lists.

The committee discussed its intention to invite parliamentary secretaries to appear before the committee as part of the budget estimates inquiry.

## 5. Adjournment

The committee adjourned at 8.13 pm, *sine die*.

Stephen Frappell  
**Committee Clerk**

## Minutes no. 3

Thursday 8 August 2019

Portfolio Committee No. 6 – Transport and Customer Service

Members Lounge, Parliament House, Sydney, at 9.17 am

### 1. Members present

Ms Boyd, *Chair*  
Mr Banasiak, *Deputy Chair*  
Ms Cusack  
Mr Fang  
Mr Mallard  
Mr Mookhey  
Mr Primrose

### 2. Previous minutes

Resolved, on the motion of Mr Mookhey: That draft minutes no. 2 be confirmed.

### 3. Correspondence

The committee noted the following items of correspondence:

#### **Received**

- \*\*\*
- 26 July 2019 – Email from Mr Rowan Carter, Assistant Policy Advisor, Office of the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, to the secretariat, providing a witness list for the initial hearings
- 26 July 2019 – Email from Ms Mica Magee, Executive Assistant, Office of the Hon Paul Toole MP, Minister for Regional Transport and Roads, to the secretariat, providing a witness list for the Budget Estimates initial hearings
- 26 July 2019 – Email from Ms Priya Pagaddinnimath, Parliamentary Liaison Officer, Office of the Hon Victor Dominello MP, to the secretariat, providing a witness list for the Budget Estimates initial hearings
- 29 July 2019 – Email from Mr Andrew Dixon, Office of the Hon Andrew Constance MP, Minister for Transport and Roads, to the secretariat, providing a witness list for the Budget Estimates initial hearings
- 30 July 2019 – Email from Ms Abigail Boyd MLC, to the secretariat, advising that Ms Cate Faehrmann MLC substitute for her on 12 September 2019 for parts of the Customer Service hearing relating to Liquor and Gambling
- 31 July 2019 – Email from Mr Justin Field MLC to the Chair, requesting that he participate in the Customer Service hearing on 12 September 2019
- 5 August 2019 – Email from Hon Emma Hurst MLC to the secretariat, requesting that she participate in the Better Regulation and Innovation hearing on 9 September 2019.

#### **Sent**

- 28 June 2019 – Letter from the secretariat to the Hon Andrew Constance MP, Minister for Transport and Roads, inviting the Minister to Budget Estimates initial hearings

- 28 June 2019 – Letter from the secretariat to the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, inviting the Minister to Budget Estimates initial hearings
- 28 June 2019 – Letter from the secretariat to the Hon Paul Toole MP, Minister for Regional Transport and Roads, inviting the Minister to Budget Estimates initial hearings
- 28 June 2019 – Letter from the secretariat to the Hon Victor Dominello MP, Minister for Customer Service, inviting the Minister to Budget Estimates initial hearings.

#### 4. Inquiry into Budget Estimates 2019-2020 – procedural resolutions

##### 4.1 Allocation of questions time

Resolved, on the motion of Mr Mookhey: That for each hearing allocated to Portfolio Committee No. 6, the sequence of questions alternate between oppositions, crossbench and government members, for 20 minutes each, unless the committee decides otherwise.

##### 4.2 Government questions

The committee deferred consideration of government questions until a future meeting.

##### 4.3 Order for examination of portfolios and witnesses

Resolved, on the motion of Mr Banasiak: That the witnesses proposed to answer questions relating to the portfolios allocated to the following ministers be invited to appear for the duration of each session:

- Minister Constance on Friday 30 August 2019
  - Minister Toole on Tuesday 10 September 2019
  - Minister Dominello on Thursday 12 September 2019.
- (a) That the witness proposed to answer questions relating to the portfolios allocated to Minister Anderson be invited to appear for the duration of the morning session scheduled for Thursday 12 September 2019.
- (b) That the witnesses being examined for the portfolios allocated to Minister Anderson be examined in the following order during the afternoon sessions on Thursday 12 September 2019:
- Officers of the Department of Customer Service and the Department of Finance, Services and Innovation
  - Officer of the Office of Racing.

##### 4.4 Additional witnesses

The committee noted each minister's list of proposed witnesses, as per the table below, and that members have until 9.15 am Friday 9 August 2019 to provide any additional witness requests.

Minister	Portfolio	Witness	Position and Department
Constance	Transport and Roads	Mr Rodd Staples	Secretary, Transport for NSW
		Ms Elizabeth Mildwater	Deputy Secretary, Greater Sydney, Transport for NSW
		Mr Jon Lamonte	Chief Executive, Sydney Metro
		Mr Howard Collins	Chief Executive, Sydney Trains
		Mr Steffen Faurby	Chief Executive, State Transit Authority

Anderson	Better Regulation and Innovation	Mr Glenn King	Secretary, Department of Customer Service
		Ms Rose Webb	Executive Director and Commissioner of Fair Trading, Department of Customer Service
		Mr John Tansey	Executive Director, Regulatory Policy, Department of Customer Service
		Mr Clinton Gould	Chief Financial Officer, Department of Customer Service
		Ms Natasha Mann	Executive Director, Office of Racing
		Mr Andrew Gavrielatos	Acting Executive Director, SafeWork Operations, Department of Finance, Services and Innovation
Toole	Regional Transport and Roads	Mr Rodd Staples	Secretary, Transport for NSW
		Mr Matthew Fuller	Acting Deputy Secretary – Regional and Outer Metropolitan, Transport for NSW
		Mr Peter Regan	Deputy Secretary – Infrastructure and Place, Transport for NSW
		Mr Pete Allaway	Acting Chief Executive, NSW TrainLink
Dominello	Customer Service	Mr Glenn King	Secretary, Department of Customer Service
		Mr Clinton Gould	Chief Financial Officer, Department of Customer Service
		Ms Rose Webb	Deputy Secretary, Better Regulation, and Commissioner of Fair Trading, Department of Customer Service
		Ms Carmel Donnelly	Chief Executive Officer, State Insurance Regulatory Authority
		Mr Damon Rees	Chief Executive Officer, Service NSW
		Mr Greg Wells	Deputy Secretary, Digital and ICT

#### 4.5 Parliamentary secretaries

Resolved, on the motion of Mr Mookey: That the committee invite:

- Mr Stephen Bromhead MP, Parliamentary Secretary for Regional Transport to the Regional Transport and Roads hearing on Tuesday 10 September 2019
- The Hon Catherine Cusack MLC, Parliamentary Secretary for Cost of Living to the Customer Service hearing on Thursday 12 September 2019

- Mr Christopher Gulaptis MP, Parliamentary Secretary for Regional Roads and Infrastructure to the Regional Transport and Roads hearing on Tuesday 10 September 2019; and the Transport and Roads hearing on Friday 30 August 2019
- Ms Eleni Petinos MP, Parliamentary Secretary for Transport and Roads to the Regional Transport and Roads hearing on Tuesday 10 September 2019; and the Transport and Roads hearing on Friday 30 August 2019.

## 5. Adjournment

The committee adjourned at 9.44 am, *sine die*.

Jenelle Moore  
Committee Clerk

## Minutes no. 4

Thursday 22 August 2019

Portfolio Committee No. 6 – Transport and Customer Service  
Members Lounge, Parliament House, Sydney, at 9.15 am

### 1. Members present

Ms Boyd, *Chair*  
Mr Banasiak, *Deputy Chair*  
Ms Cusack  
Mr Fang  
Mr Mallard (from 9.20 am)  
Mr Mookhey  
Mr Primrose

### 2. Previous minutes

Resolved, on the motion of Ms Cusack: That draft minutes no. 3 be confirmed.

### 3. Correspondence

Nil.

### 4. \*\*\*

### 5. \*\*\*

Mr Mallard joined the meeting.

## 6. Inquiry into Budget Estimates 2019-2020

### 6.1 Order for examination of portfolios

The committee considered the time to be allocated to witnesses appearing for the Better Regulation and Innovation portfolio.

Resolved, on the motion of Mr Fang: That the witnesses proposed to answer questions relating to portfolios allocated to Minister Anderson be invited to appear together for the duration of each session.

Mr Mookhey noted that the committee may consider reissuing an invitation to the Chief Executive Officer of iCare and the Commissioner of Revenue to answer questions in relation to the Customer Service portfolio during the supplementary hearings.

## 7. Adjournment

The committee adjourned at 9.31 am, *sine die*.

Jenelle Moore  
**Committee Clerk**

## **Minutes no. 5**

Friday 30 August 2019

Portfolio Committee No. 6 - Transport and Customer Service

Macquarie Room, Parliament House, Sydney, at 9.16 am

### **1. Members present**

Ms Boyd, *Chair*

Mr Banasiak, *Deputy Chair (until 6.33 pm)*

Ms Cusack

Mr Fang

Ms Faehrmann (*participating from 10.28 am until 10.50 am*)

Mr Graham (*participating*)

Mr Mallard

Mr Mookhey

Mr Primrose

### **2. Previous minutes**

Resolved, on the motion of Mr Banasiak: That draft minutes no. 4 be confirmed.

### **3. Correspondence**

The committee noted the following items of correspondence:

#### ***Received***

- 15 August 2019 – Email from Mr Tasman Brown, Advisor, Office of the Hon Catherine Cusack MLC, Parliamentary Secretary for the Cost of Living, to the secretariat, advising that the Parliamentary Secretary will attend the Budget Estimates Customer Service hearing on 12 September 2019
- 15 August 2019 – Email from Mr Stephen Bromhead MP, Parliamentary Secretary for Regional Transport, to the secretariat, advising he will attend the Budget Estimates Regional Transport and Roads hearing on 10 September 2019
- 15 August 2019 – Email from Ms Priya Pagaddinnimath, Parliamentary Liaison Officer, Office of the Hon Victor Dominello MP, Minister for Customer Service, to the secretariat, advising the availability of additional witnesses to attend the Budget Estimates Customer Service hearing on 12 September 2019
- 15 August 2019 – Email from Mr Gavin Melvin, Chief of Staff, Office of the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, to the secretariat, advising the availability of additional witnesses to attend the Budget Estimates Better Regulation and Innovation hearing on 9 September 2019 and advising that some invited witnesses will not be appearing as they are employees of independent statutory bodies
- 15 August 2019 – Email from Ms Debbie Newtown, Personal Assistant, Mr Chris Gulaptis MP, Parliamentary Secretary for Regional Roads and Infrastructure, to the secretariat, advising the Parliamentary Secretary will appear at the Budget Estimates hearing of Transport and Roads on 30 August 2019 but will not appear at the Budget Estimates hearing for Regional Transport and Roads on 10 September 2019
- 15 August 2019 – Email from Mr Andrew Dixon, Office of the Hon Andrew Constance MP, Minister for Transport and Roads, to the secretariat, confirming that all invited witnesses to the Budget Estimates Transport and Roads hearing on 30 August 2019 will attend, with the exception of Mr Ken Kanofski

- 15 August 2019 – Email from Ms Ellie Stamatelatos, Electorate Officer, Office of Ms Eleni Petinos MP, Parliamentary Secretary for Transport and Roads, to the secretariat, advising that the Parliamentary Secretary will attend the Budget Estimates Transport and Roads hearing on 30 August 2019
- 19 August 2019 – Email from Mr Andrew Dixon, Office of the Hon Andrew Constance MP, Minister for Transport and Roads, to the secretariat, confirming names and titles of certain additional witnesses for the Budget Estimates Transport and Roads hearing on 30 August 2019
- 27 August 2019 – Email from Mr Gavin Melvin, Chief of Staff, Office of the Hon Kevin Anderson, Minister for Better Regulation and Innovation, requesting that the committee reconsider its decision to hear from all witnesses concurrently at the Budget Estimates hearing on 9 September 2019.

***Sent***

- 12 August 2019 – Email from the secretariat to Mr Andrew Dixon, Office of the Hon Andrew Constance MP, Minister for Transport and Roads, providing a list of additional witness requests for Budget Estimates
- 12 August 2019 – Email from the secretariat to Mr Rowan Carter, Assistant Policy Advisor, Office of the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, providing a list of additional witness requests for Budget Estimates
- 12 August 2019 – Email from the secretariat to Ms Mica Magee, Executive Assistant, Office of the Hon Paul Toole MP, Minister for Regional Transport and Roads, providing a list of additional witness requests for Budget Estimates
- 12 August 2019 – Email from the secretariat to Ms Priya Pagaddinnimath, Parliamentary Liaison Officer, Office of the Hon Victor Dominello MP, Minister for Customer Service, providing a list of additional witness requests for Budget Estimates
- 13 August 2019 – Letter from the secretariat to Mr Christopher Gulaptis MP, Parliamentary Secretary for Regional Roads and Infrastructure, inviting the Parliamentary Secretary to the Budget Estimates hearings for Transport and Roads on 30 August 2019, and Regional Transport and Roads on 10 September 2019
- 13 August 2019 – Letter from the secretariat to Ms Eleni Petinos MP, Parliamentary Secretary for Transport and Roads, inviting the Parliamentary Secretary to the Budget Estimates hearings for Transport and Roads on 30 August 2019, and Regional Transport and Roads on 10 September 2019
- 13 August 2019 – Letter from the secretariat to Mr Stephen Bromhead MP, Parliamentary Secretary for Regional Transport, inviting the Parliamentary Secretary to the Budget Estimates hearing for Regional Transport and Roads on 10 September 2019
- 13 August 2019 – Letter from the secretariat to the Hon Catherine Cusack MLC, Parliamentary Secretary for Cost of Living, inviting the Parliamentary Secretary to the Budget Estimates hearing for Customer Service on 12 September 2019
- 23 August 2019 – Email from the secretariat to Mr Gavin Melvin, Chief of Staff, Office of the Hon Kevin Anderson, Minister for Better Regulation and Innovation, confirming that all witnesses for the Budget Estimates hearing will be heard from concurrently.

#### **4. Inquiry into Budget Estimates 2019-2020**

##### **4.1 Government questions**

Resolved on the motion of Mr Mallard: That the portfolio of Transport and Roads be examined:

- in the morning session, from 9.30 am to 11.30 am, with no questions asked by government members, and
- in the afternoon and evening sessions from 2.00 pm to 5.00 pm and 6.00 pm to 8.30 pm with government members asking questions.

##### **4.2 Allocation of questioning**

Resolved, on the motion of Mr Mookhey: That for the morning session, the opposition and crossbench be allocated 20 minutes of questioning each and any time remaining be divided between the two groups equally.

Resolved, on the motion of Mr Mookhey: That for the afternoon and evening sessions, the opposition, crossbench and government be allocated 20 minutes of questioning each and any time remaining be divided between the three groups equally.

#### **4.3 Request from Office of Minister for Better Regulation and Innovation regarding hearing on 9 September**

The committee considered a request from the Office of Minister for Better Regulation and Innovation that for the budget estimates hearing on 9 September 2019 that, rather than require all departmental witnesses to attend concurrently, separate times be allocated for hearing from officers from the Office of Racing, Department of Customer Service and from the Department of Finance, Service and Innovation.

Mr Mookhey moved: That the request be declined and that no alteration be made to the published hearing program.

Question put.

The committee divided.

Ayes: Mr Banasiak, Ms Boyd, Mr Mookhey, Mr Primrose

Noes: Ms Cusack, Mr Fang, Mr Mallard

Question resolved in the affirmative.

#### **4.4 Public hearing: Budget Estimates 2019-2020 – Transport and Roads**

Witnesses, the public and the media were admitted.

The Hon Andrew Constance MP, Minister for Transport and Roads was admitted.

Ms Eleni Petinos MP, Parliamentary Secretary for Transport and Roads was admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The following witnesses were sworn:

- Mr Rodd Staples, Secretary, Transport for NSW
- Ms Elizabeth Mildwater, Deputy Secretary, Greater Sydney, Transport for NSW
- Mr Jon Lamonte, Chief Executive, Sydney Metro
- Mr Howard Collins, Chief Executive, Sydney Trains
- Mr Steffen Faurby, Chief Executive, State Transit Authority
- Mr Grant Gilfillan, Chief Executive Officer and Director, Port Authority of NSW
- Mr Anthony Wing, Point to Point Transport Commissioner
- Mr Simon Draper, Chief Executive Officer, Infrastructure NSW
- Mr Steve Pascall, Project Director, Sydney Light Rail
- Mr Anand Thomas, Program Director, Parramatta Light Rail
- Ms Fiona Trussell, A/Chief Executive, Roads and Maritime Services
- Mr John Hardwick, Executive Director, Sydney Division, Transport for NSW

The Chair declared the proposed expenditure for the portfolio of Transport and Roads open for examination.

The Minister and departmental witnesses were examined by the committee.

Ms Faehrmann joined the hearing at 10.28 am.

Ms Fachrmann left the hearing at 10.50 am.

The Minister and Parliamentary Secretary withdrew at 11.30 am.

The public hearing continued.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 8.31 pm.

The public and media withdrew.

#### **4.5 Supplementary hearings**

Resolved, on the motion of Mr Mookhey: That the committee defer its decision on whether to hold supplementary hearings for the portfolio of Finance and Small Business until after the return of answers to supplementary questions.

#### **5. Adjournment**

The committee adjourned at 8.34 pm, until 9.15 am, Monday 9 September 2019, Macquarie Room (*Better Regulation and Innovation*).

John Young/Stephen Frappell

**Committee Clerks**

#### **Minutes No. 6**

Monday 9 September 2019

Portfolio Committee No. 6 - Transport and Customer Service

Macquarie Room, Parliament House, Sydney, at 9.18 am

#### **1. Members present**

Ms Boyd, *Chair*

Mr Banasiak, *Deputy Chair*

Ms Cusack

Mr Fang

Mrs Houssos (*participating from 9.22 am until 3.13 pm*)

Ms Hurst (*participating from 10.18 am until 11.08 am*)

Mr Mallard

Mr Mookhey

Mr Primrose

Mr Shoebridge (*participating from 9.22 am until 10.07 am, from 2.46 pm until 3.16 pm, from 3.36 pm until 3.54 pm, and from 4.25 pm until 4.48 pm*)

#### **2. Correspondence**

The committee noted the following items of correspondence:

##### ***Received***

- 29 August 2019 – Email from Ms Priya Pagaddinnimath, Parliamentary Liaison Officer, Office of the Hon Victor Dominello MP, Minister for Customer Service to the secretariat, requesting that Ms Natasha Mann, Executive Director, Liquor, Gaming & Racing, appear at the Budget Estimates hearing for Customer Service
- 29 August 2019 – Email from Mr Rowan Carter, Assistant Policy Advisor, Office of the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, to the secretariat requesting that Mr Terry

O'Brien, Director, Office of Racing appear at the Budget Estimates hearing instead of Ms Natasha Mann, Executive Director, Liquor, Gaming and Racing

- 2 September 2019 – Email from Ms Priya Pagaddinnimath, Parliamentary Liaison Officer, Office of the Hon Victor Dominello MP, Minister for Customer Service to the secretariat requesting that Ms Rose Webb be removed from the witness list as Ms Natasha Mann can answer questions relating to Liquor and Gaming.

***Sent***

- 4 September 2019 – Email from the secretariat to Mr Andrew Dixon, Office of the Hon Andrew Constance MP, Minister for Transport and Roads, attaching transcript of evidence with questions on notice highlighted, supplementary questions and instructions on how to correct the transcript and return answers to questions
- 4 September 2019 – Email from the secretariat to Ms Sally White, Office of the Hon Paul Toole MP, Minister for Regional Transport and Roads, requesting that Mr John Hardwick, Executive Director, Sydney Division, Transport for NSW, attend the Budget Estimates hearing.

### **3. Inquiry into Budget Estimates 2019-2020**

#### **3.1 Government questions and allocation of questioning**

Resolved, on the motion of Ms Cusack: That the portfolio of Better Regulation and Innovation be examined as follows:

- from 9.30 am to 11.30 am, with no government questions, and the opposition and cross bench allocated 20 minutes of questioning each, and any time remaining divided evenly
- from 2.00 pm to 5.00 pm, with no government questions, and the opposition and cross bench allocated 20 minutes of questioning each, and any time remaining divided evenly
- 6.00 pm to 7.00, with the opposition, crossbench and government allocated 20 minutes of questioning each, such that government questions take place between 6.40 pm and 7.00 pm.

#### **3.2 Public hearing: Budget Estimates 2019-2020 – Better Regulation and Innovation**

Witnesses, the public and the media were admitted.

Mr Shoebridge and Mrs Houssos joined the meeting at 9.22 am.

The Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, was admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The following witnesses were sworn:

- Mr Glenn King, Secretary, Department of Customer Service
- Ms Rose Webb, Deputy Secretary, Better Regulation Division and Commissioner of Fair Trading, Department of Customer Service
- Mr John Tansey, Executive Director, Regulatory Policy, Department of Customer Service
- Mr Clinton Gould, Chief Financial Officer, Department of Customer Service
- Mr Terry O'Brien, Director, Office of Racing, Department of Customer Service
- Mr Andrew Gavrielatos, Executive Director, Specialist Services, SafeWork Operations, Department of Customer Service
- Mr David Chandler OAM, NSW Building Commissioner.

The Chair declared the proposed expenditure for the portfolio of Better Regulation and Innovation open for examination.

The Minister and departmental witnesses were examined by the committee.

Mr Shoebridge left the meeting at 10.07 am.

Ms Hurst joined the meeting at 10.18 am.

Ms Cusack took a point of order regarding a committee member interrupting and preventing the minister from completing his answer.

The Chair did not uphold the point of order and ruled that it is in order that a committee member can change his line of questioning when he sees fit.

Ms Cusack moved: That the committee dissent from the ruling of the Chair on the grounds that it is not in order for a committee member to interrupt and to prevent a minister from completing his answer.

Witnesses, media and the public withdrew.

Ms Cusack stated her grounds for dissent.

Question put: That the committee dissent from the ruling of the Chair.

The committee divided.

Ayes: Ms Cusack, Mr Fang, Mr Mallard

Noes: Mr Banasiak, Ms Boyd, Mrs Houssos, Mr Mookhey

Question resolved in the negative.

Mr Mookhey moved: That the questioning time from 9.30 am to 11.30 am for the examination of the portfolio of Better Regulation and Innovation be examined be extended to 12.30 pm, with the time divided evenly between the opposition and cross bench.

Mr Mallard then moved: That the motion of Mr Mookhey be amended by omitting the words 'to 12.30 pm' and inserting instead 'by 15 minutes to make up the time used for the deliberation on the Chair's ruling'.

Question: That the amendment of Mr Mallard be agreed to—put and passed.

Original question, as amended, put and passed.

Witnesses, the public and the media were re-admitted.

The hearing continued.

Ms Hurst left at 11.08 am.

The Minister withdrew at 11.46 am.

The public hearing continued.

Mrs Houssos tendered the following document: Email from Strata Committee, Mascot Towers, to Hon Kevin Andrews MP, Minister of Better Regulation and Innovation, cc'ing Mr David Chandler OAM, NSW Building Commissioner, requesting government assistance owing to owners' cashflow difficulties.

Mr Shoebridge tendered the following document: Industrial Relations Commission NSW, Kovic v SafeWork NSW.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.01 pm.

The public and media withdrew.

Resolved, on the motion of Mr Mallard: That as members have no further questions for witnesses, witnesses be advised that they will not be required to attend the hearing scheduled to commence at 6.00 pm today.

### **3.3 Tendered documents**

Resolved, on the motion of Mr Mookhey: That the committee accept and publish the following document tendered during the Better Regulation and Innovation hearing held on Monday 9 September 2019:

- Email from Strata Committee, Mascot Towers, to Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, cc'ing Mr David Chandler OAM, NSW Building Commissioner, requesting government assistance owing to owners' cashflow difficulties, tendered by Mrs Houssos.

Resolved, on the motion of Mr Banasiak: That the committee accept the following document tendered during the Better Regulation and Innovation hearing held on Monday 9 September 2019:

- Industrial Relations Commission NSW, Kovic v SafeWork NSW, tendered by Mr Shoebridge.

### **3.4 Supplementary hearings**

Resolved, on the motion of Mr Mookhey: That the committee defer its decision on whether to hold supplementary hearings for the portfolio of Better Regulation and Innovation, until after the return of answers to supplementary questions.

## **4. Adjournment**

The committee adjourned at 6.01 pm, until 9.15 am, Tuesday 10 September 2019, Macquarie Room (*Regional Transport and Roads*).

Madeleine Foley/Helen Hong/Merrin Thompson

**Committee Clerk**

## **Minutes no. 7**

Tuesday 10 September 2019

Portfolio Committee No. 6 - Transport and Customer Service

Macquarie Room, Parliament House, Sydney, at 9.15 am

### **1. Members present**

Ms Boyd, *Chair*

Mr Veitch, *Deputy Chair* (substituting for Mr Primrose)

Mr Blair (substituting for Ms Cusack)

Mr Graham (substituting for Mr Mookhey)

Mr Fang

Mr Mallard

## 2. Correspondence

The committee noted the following item of correspondence:

### *Received*

- 5 September 2019 – Email from Ms Sally White, Office of the Hon Paul Toole MP, Minister for Regional Transport and Roads, advising that Mr John Hardwick's remit is the Sydney Division, and that Mr Roy Wakelin-King, Executive Director for Regional Roads, would be better placed to appear at the Budget Estimates hearing for Regional Transport and Roads.

## 3. Inquiry into Budget Estimates 2019-2020

### 3.1 Election of Deputy Chair

The Chair called for nominations for a member to act as Deputy Chair for the purposes of this meeting only.

Mr Blair moved: That Mr Veitch be elected as Acting Deputy Chair of the committee.

There being no further nomination, the Chair declared Mr Veitch elected Acting Deputy Chair for the purposes of this meeting only.

### 3.2 Government questions and allocation of questioning

Resolved, on the motion of Mr Fang: That the portfolio of Regional Transport and Roads be examined as follows:

- from 9.30 am to 11.30 am, with no government questions, and the opposition and cross bench allocated 20 minutes of questioning each and any time remaining divided evenly
- from 2.00 pm to 5.00 pm, with no government questions, and the opposition and cross bench allocated 20 minutes of questioning each and any time remaining divided evenly
- 6.00 pm to 7.00 pm, with the opposition, crossbench and government allocated 20 minutes of questioning each, such that government questions take place between 6.40 pm and 7.00 pm.

### 3.3 Public hearing: Budget Estimates 2019-2020 – Regional Transport and Roads

Witnesses, the public and the media were admitted.

The Hon Paul Toole MP, Minister for Regional Transport and Roads was admitted.

Mr Stephen Bromhead MP, Parliamentary Secretary for Regional Transport was admitted.

Mr Christopher Gulaptis MP, Parliamentary Secretary for Regional Roads and Infrastructure was admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Chair also reminded Mr Rodd Staples, Secretary of Transport for NSW, that he did not need to be sworn, as he had been sworn at another Budget Estimates hearing for the same committee.

The following witnesses were sworn:

- Mr Matthew Fuller, A/Deputy Secretary - Regional and Outer Metropolitan, Transport for NSW
- Mr Peter Regan, Deputy Secretary - Infrastructure and Place, Transport for NSW
- Mr Pete Allaway, A/Chief Executive, NSW TrainLink
- Mr Roy Wakelin-King, Executive Director, Regional Roads, Transport for NSW

The Chair declared the proposed expenditure for the portfolio of Regional Transport and Roads open for examination.

The Minister and departmental witnesses were examined by the committee.

The Minister and Parliamentary Secretaries withdrew at 11.31 am.

The public hearing continued.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 6.21 pm.

The public and media withdrew.

### **3.4 Supplementary hearings**

Resolved, on the motion of Mr Veitch: That the committee defer its decision on whether to hold supplementary hearings for the portfolio of Regional Transport and Roads, until after the return of answers to supplementary questions.

## **4. Adjournment**

The committee adjourned at 6.22 pm, until 9.15 am, Thursday 12 September 2019, Jubilee Room (*Customer Service*).

Sharon Ohnesorge/Susan Want  
**Committee Clerk**

## **Minutes no. 8**

Thursday 12 September 2019

Portfolio Committee No. 6 - Transport and Customer Service

Jubilee Room, Parliament House, Sydney, at 9.17 am

### **1. Members present**

Ms Boyd, *Chair*

Mr Banasiak, *Deputy Chair (from 9.55 am to 11.32 am, 2.14 pm to 4.30 pm, 6.00 pm to 6.27 pm)*

Mr Amato (substituting for Ms Cusack)

Ms Faehrmann (*participating, from 9.45 am to 10.20 am, 2.02 pm to 3.23 pm, 4.23 pm to 4.59 pm*)

Mr Fang (*from 9.17 am to 2.12 pm, 6.04 pm to 6.32 pm*)

Mr Field (*participating, from 10.00 am to 10.20 am*)

Mr Mallard

Mr Mookhey

Mr Primrose

Mr Graham (*from 3.25 pm to 3.43 pm*)

Mr Shoebridge (*participating, from 11.00 am to 11.32 am, 3.16 pm to 4.48 pm*)

Mr Khan (*participating, until 10.38 am*)

### **2. Inquiry into Budget Estimates 2019-2020**

#### **2.1 Government questions and allocation of questioning**

Resolved, on the motion of Mr Fang: That the portfolio of Customer Service be examined as follows:

- (a) from 9.30 am to 11.30 am, with no government questions, and the opposition and cross bench allocated 20 minutes of questioning each and any time remaining divided evenly
- (b) from 2.00 pm to 5.00 pm, with no government questions, and the opposition and cross bench allocated 20 minutes of questioning each and any time remaining divided evenly

- (c) from 6.00 pm to 7.00 pm, with the opposition, crossbench and government allocated 20 minutes of questioning each, such that government questions take place between 6.40 pm and 7.00 pm.

## **2.2 Public hearing: Budget Estimates 2019-2020 – Customer Service**

Witnesses, the public and the media were admitted.

The Hon Victor Dominello MP, Minister for Customer Service was admitted.

The Hon Catherine Cusack MLC, Parliamentary Secretary for the Cost of Living was admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Chair also reminded the following witnesses, that they did not need to be sworn, as they had been sworn at another Budget Estimates hearing for the same committee:

- Mr Glenn King, Secretary, Department of Customer Service, and NSW Customer Service Commissioner
- Mr Clinton Gould, Chief Financial Officer, Department of Customer Service.

The following witnesses were sworn:

- Ms Carmel Donnelly, Chief Executive Officer, State Insurance Regulatory Authority
- Mr Damon Rees, Chief Executive Officer, Service NSW
- Mr Greg Wells, Government Chief Information Officer, Department of Customer Service
- Mr William Murphy, Deputy Secretary, Delivery and Transformation, Department of Customer Service
- Ms Natasha Mann, Executive Director, Liquor, Gaming & Racing

The Chair declared the proposed expenditure for the portfolio of Customer Service open for examination.

The Minister and departmental witnesses were examined by the committee.

Minister Victor Dominello tendered the following document:

- Correspondence from the Hon Peter Hall QC, Chief Commissioner of the Independent Commission Against Corruption New South Wales, to the Hon Victor Dominello MP, Minister for Customer Service, regarding media coverage concerning the alleged leaking of NSW motorist information – dated 3 September 2019.

The Minister and Parliamentary Secretary withdrew at 11.32 am.

Ms Donnelly tendered the following documents:

- State Insurance Regulatory Authority workers compensation regulation bulletin, Issue 70
- State Insurance Regulatory Authority Terms of reference for SIRA Compliance and performance review of the Workers Compensation nominal insurers scheme.

Resolved, on the motion of Mr Mookhey: That Ms Donnelly and Ms Mann be released with all other witnesses to return to the evening session.

The public hearing continued.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 6.31 pm.

The public and media withdrew.

### 2.3 Tended documents

Resolved, on the motion of Mr Mookhey: That the committee accept and publish the following documents tendered during the Customer Service hearing held on Thursday 12 September 2019:

- Correspondence from the Hon Peter Hall QC, Chief Commissioner of the Independent Commission Against Corruption New South Wales, to the Hon Victor Dominello MP, Minister for Customer Service, regarding media coverage concerning the alleged leaking of NSW motorist information – dated 3 September 2019, except for the contact's name and telephone number and the Minister's email address.

Resolved, on the motion of Mr Mallard: That the committee accept but not publish the following documents:

- State Insurance Regulatory Authority workers compensation regulation bulletin, Issue 70,
- State Insurance Regulatory Authority Terms of reference for SIRA Compliance and performance review of the Workers Compensation nominal insurers scheme.

### 2.4 Supplementary hearings

Resolved, on the motion of Mr Mookhey: That the committee defer its decision on whether to hold supplementary hearings for the portfolio of Customer Service, until after the return of answers to supplementary questions.

## 3. Adjournment

The committee adjourned at 6.32 pm (*sine die*).

Tina Higgins/Emma Rogerson

**Committee Clerk**

## Minutes no. 9

Wednesday 16 October 2019

Portfolio Committee No. 6 - Transport and Customer Service

Room 1136, Parliament House, Sydney, at 6.15 pm

### 1. Members present

Ms Boyd, *Chair*

Mr Banasiak, *Deputy Chair*

Ms Cusack

Mr Fang

Mr Mallard

Mr Mookhey

Mr Primrose

### 2. Draft minutes

Resolved, on the motion of Ms Cusack: That draft minutes nos. 5, 6, 7 and 8 be confirmed.

### 3. Correspondence

#### **Received:**

- 16 October 2019 – Email from Ms Michelle Harris, Office of the Minister for Transport and Roads to the secretariat providing an updated version of answers to questions on notice

#### **Sent:**

- 12 September 2019 – Email from the secretariat to Mr Gavin Melvin, Chief of Staff, Office of the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, attaching transcript of evidence with questions on notice highlighted, supplementary questions and instructions on how to correct the transcript and return answers to questions

- 13 September 2019 – Email from the secretariat to Ms Sally White, Office of the Hon Paul Toole MP, Minister for Regional Transport and Roads, attaching transcript of evidence with questions on notice highlighted, supplementary questions and instructions on how to correct the transcript and return answers to questions
- 17 September 2019 – Email from the secretariat to Ms Priya Pagaddinnimath, Parliamentary Liaison Officer, Office of the Hon Victor Dominello MP, Minister for Customer Service, attaching transcript of evidence with questions on notice highlighted, supplementary questions and instructions on how to correct the transcript and return answers to questions.

#### 4. Inquiry into Budget Estimates 2019-2020

##### 4.1 Answers to questions on notice and supplementary questions

The committee noted that the following answers to questions on notice and supplementary questions were published by the committee clerk under the authorisation of the resolution appointing the committee:

- answers to questions on notice and supplementary questions from Andrew Constance MP, Minister for Transport and Roads, received 25 September 2019
- answers to questions on notice and supplementary questions from Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, received 3 October 2019
- answers to questions on notice and supplementary questions from Hon Paul Toole MP, Minister for Regional Transport and Roads, received 4 October 2019
- answers to questions on notice and supplementary questions from Hon Victor Dominello MP, Minister for Customer Service, received 8 October 2019.

##### 4.2 Transcript corrections

Resolved, on the motion of Ms Cusack:

- That the committee authorise the addition of a footnote to the evidence of the Hon Andrew Constance's transcript of evidence for the Transport and Roads hearing on 29 August 2019 at p 12
- That the committee authorise a correction to the Hon Paul Toole's transcript of evidence for the Regional Transport and Roads hearing on 10 September at p 31.

##### 4.3 Supplementary hearings

Mr Primrose moved: That the committee hold supplementary hearings to consider matters relating to the following portfolios:

- Transport and Roads (Constance) and Regional Transport and Roads (Toole) – for a morning and afternoon hearing across one day.
- Better Regulation and Innovation (Anderson) – 3 hours, plus time for the crossbench.
- Customer Service (Dominello) – 2 hours, plus time for the crossbench.

Mr Mallard moved: That the motion of Mr Primrose be amended by omitting reference to timing requirements and instead allocating a maximum of nine hours hearing time, including opposition and crossbench time, to all portfolios over one day, with time allocated to each portfolio to be negotiated by the committee over email.

Question: That the amendment of Mr Mallard be agreed to – put and passed.

Original question, as amended, put and passed.

#### 5. Adjournment

The committee adjourned at 6.40 pm, *sine die*.

Jenelle Moore  
Committee Clerk

**Minutes no. 10**

Monday 28 October 2019

Portfolio Committee No. 6 – Transport and Customer Service

Macquarie Room, Parliament House, Sydney, at 9.20 am

**1. Members present**Ms Boyd, *Chair*Mr Banasiak, *Deputy Chair* (until 3.16 pm)

Ms Cusack

Mr Faraway (from 9.22)

Mr Graham (*participating*)

Mr Mallard (from 9.25)

Mr Mookhey

Mr Primrose

Mr Veitch (*participating*) (from 9.30)**2. Previous minutes**

Resolved, on the motion of Mr Banasiak: That draft minutes no. 9 be confirmed.

**3. Correspondence**

The committee noted the following items of correspondence:

***Received***

- 22 October 2019 – Email from Mr Andrew Dixon, Office of the Hon Andrew Constance MP, Minister for Transport and Roads to the secretariat, advising that Mr Grant Gillfillan is no longer the Chief Executive Officer of the Port Authority NSW and that Mr Philip Holliday, Acting Chief Executive Officer, Port Authority NSW will appear at the combined Transport and Roads, and Regional Transport and Roads portfolio supplementary hearing on 28 October 2019
- 22 October 2019 – Email from Mr Andrew Dixon, Office of the Hon Andrew Constance MP, Minister for Transport and Roads to the secretariat, advising that Mr Simon Draper, Chief Executive Officer, Infrastructure NSW is unable to attend the combined Transport and Roads, and Regional Transport and Roads portfolio supplementary hearing on 28 October 2019
- 23 October 2019 - Email from Mr Gavin Melvin, Office of the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation to the secretariat, advising the availability of witnesses to attend the supplementary hearing for the portfolio of Better Regulation and Innovation on 28 October 2019
- 23 October 2019 – Email from Mr Andrew Dixon, Office of the Hon Andrew Constance MP, Minister for Transport and Roads to the secretariat, advising that the Hon Andrew Constance MP, Minister for Transport and Roads and the Hon Paul Toole MP, Minister for Regional Transport and Roads have partial availability to attend the combined Transport and Roads, and Regional Transport and Roads portfolio supplementary hearing for the morning only on 28 October 2019
- 23 October 2019 – Email from Ms Priya Pagaddinnimath, Office of the Hon Victor Dominello MP, Minister for Customer Service, to the secretariat, advising the availability of witnesses to attend the supplementary hearing for the portfolio of Customer Service on 28 October 2019
- 23 October 2019 – Email from Mr Andrew Dixon, Office of the Hon Andrew Constance MP, Minister for Transport and Roads to the secretariat advising the availability of witnesses to attend the combined Transport and Roads, and Regional Transport and Roads portfolio supplementary hearing on 28 October 2019.

***Sent***

- 22 October 2019 – Email from the secretariat to Mr Andrew Dixon, Office of the Hon Andrew Constance MP, Minister for Transport and Roads, and Ms Sally White, Office of the Hon Paul Toole MP, Minister for Regional Transport and Roads, requesting that a list of witnesses be invited to give evidence at a combined supplementary hearing for the portfolios of Transport and Roads, and Regional Transport and Roads

- 22 October 2019 – Email from the secretariat to Mr Gavin Melvin, Office of the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, requesting that a list of witnesses be invited to give evidence at a supplementary hearing for the portfolio of Better Regulation and Innovation
- 22 October 2019 – Email from the secretariat to Ms Priya Pagaddinnimath, Office of the Hon Victor Dominello MP, Minister for Customer Service, requesting that a list of witnesses be invited to give evidence at a supplementary hearing for the portfolio of Customer Service.

#### 4. Inquiry into Budget Estimates 2019-2020

##### 4.1 Allocation of questioning

The committee noted the allocation of questioning for this hearing, as previously agreed to over email.

Resolved, on the motion of Mr Mookhey: That, with no government questions, the time for questions be allocated as follows:

- (a) in both the 9.30 am to 11.30 am session and the 11.40 am and 1.40 pm session, there be three rounds of questions in each session of 30 minutes each, with 20 minutes allocated to the opposition and 10 minutes allocated to the crossbench in each round, with any remaining time in the session after these rounds allocated to the opposition, and
- (b) the time for questions between 2.20 pm and 4.40 pm be allocated to the opposition.

##### 4.2 Public hearing: Budget Estimates 2019-2020 – Transport & Roads and Regional Transport & Roads

Witnesses, the public and the media were admitted.

The Hon Andrew Constance, Minister for Minister for Transport and Roads, and the Hon Paul Toole MP, Minister for Regional Transport and Roads were admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Chair also reminded the following witnesses that they did not need to be sworn, as they had been sworn at another Budget Estimates hearing for the same committee:

- Mr Rodd Staples, Secretary, Transport for NSW
- Mr Matthew Fuller, A/Deputy Secretary, Regional and Outer Metropolitan, Transport for NSW
- Mr Peter Regan, Deputy Secretary, Infrastructure and Place, Transport for NSW
- Ms Elizabeth Mildwater, Deputy Secretary, Greater Sydney, Transport for NSW
- Mr Anthony Wing, Point to Point Transport Commissioner
- Mr Jon Lamonte, Chief Executive, Sydney Metro
- Mr Howard Collins, Chief Executive, Sydney Trains
- Mr Pete Allaway, A/Chief Executive, NSW TrainLink
- Mr Steffen Faurby, Chief Executive, State Transit Authority
- Ms Fiona Trussell, A/Chief Executive, Roads and Maritime Services
- Mr John Hardwick, Executive Director, Sydney Division, Transport for NSW
- Mr Roy Wakelin-King, AM, Executive Director, Regional and Outer Metropolitan Division, Roads and Maritime Services.

The following witness was sworn:

- Mr Philip Holliday, A/Chief Executive Officer, Port Authority of NSW.

The Chair declared the proposed expenditure for the portfolios of Transport and Roads and Regional Transport and Roads open for examination.

The ministers and departmental witnesses were examined by the committee.

The ministers withdrew at 11.30 am.

The public hearing continued.

Mr Mookhey tendered a document containing questions and answers from a previous Estimates hearing he was using to ask questions to witnesses.

Mr Anthony Wing withdrew at 12.02 pm.

Ms Cusack left the meeting at 12.31 pm.

Ms Boyd left the meeting at 2.20 pm.

In the absence of the Chair, the Deputy Chair took the Chair for the purpose of the meeting.

Ms Cusack rejoined the meeting at 2.20 pm.

Mr Graham tendered a document which consisted of page 37 of the *R6BSP Services Contract*.

Mr Mookhey tendered a document entitled 'Working with the Community, Sydney Metro West Overview – 2019'.

Mr Collins tendered the following documents:

- Document of Sydney Trains entitled 'Sydney Trains Safety Management System: Operating Procedure 06.7: Manage Risks with Hazardous Materials'
- Document of Sydney Trains entitled 'Sydney Trains Safety Management System: Operating Procedure 06.18: Managing Asbestos Works'
- Document of Sydney Trains entitled 'Sydney Trains Safety Management System: Operating Procedure 16: Manage Health Monitoring Requirements'.

Mr Howard Collins and Mr Pete Allaway withdrew at 2.35 pm.

The public hearing continued.

Ms Cusack left the meeting at 2.53 pm.

Ms Boyd rejoined the meeting at 3.15 pm.

Ms Boyd took the Chair.

Mr Banasiak left the meeting at 3.16 pm.

Mr Steffen Faurby withdrew at 3.19 pm.

Mr Philip Holliday withdrew at 3.56 pm.

Ms Cusack rejoined the meeting at 3.58 pm.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 4:31 pm.

The public and media withdrew.

#### **4.3 Tendered documents**

Resolved, on the motion of Mr Veitch: That the committee accept and publish the following documents tendered during the Transport and Roads, and Regional Transport and Roads hearing held on Monday 28 October 2019:

- Questions and answers from previous Estimates hearing, tendered by Mr Mookhey
- *R6BSP Services Contract*, page 37, tendered by Mr Graham
- 'Working with the Community, Sydney Metro West Overview – 2019', tendered by Mr Mookhey
- Sydney Trains document entitled 'Sydney Trains Safety Management System: Operating Procedure 06.7: Manage Risks with Hazardous Materials', tendered by Mr Faurby
- Sydney Trains document entitled 'Sydney Trains Safety Management System: Operating Procedure 06.18: Managing Asbestos Works', tendered by Mr Faurby
- Sydney Trains documents entitled 'Sydney Trains Safety Management System: Operating Procedure 16: Manage Health Monitoring Requirements', tendered by Mr Faurby.

#### 4.4 Further hearings

The committee noted that further hearings have been scheduled for February 2020.

#### 4.5 Allocation of questions

Resolved, on the motion of Mr Mookhey: That for the portfolios of Better Regulation and Innovation, with no government questions, the time for questions be allocated as follows:

- (a) opposition 20 minutes
- (b) crossbench 20 minutes
- (c) opposition 25 minutes
- (d) crossbench 15 minutes
- (e) opposition 40 minutes.

### 5. Adjournment

The committee adjourned at 4.33 pm, until 4.55 pm, Monday 28 October 2019 in the Macquarie Room, Parliament House (Budget Estimates supplementary hearing – Better Regulation and Innovation)

Allison Stowe / Madeleine Foley  
Committee Clerk

### Minutes no. 11

Monday 28 October 2019

Portfolio Committee No. 6 – Transport and Customer Service  
Macquarie Room, Parliament House, Sydney, 5.01 pm

#### 1. Members present

Ms Boyd, *Chair*  
Mr Banasiak, *Deputy Chair*  
Mr Buttergieg (*participating*)  
Ms Cusack (*until 6.10 pm*)  
Mr Farraway  
Mrs Houssos (*participating until 6.20 pm*)  
Mr Mallard  
Mr Mookhey  
Mr Primrose  
Mr Shoebridge (*participating until 5.45 pm*)

#### 2. Inquiry into Budget Estimates 2019-2020

##### 2.1 Allocation of questions

The committee noted that it had previously resolved that for the portfolios of Better Regulation and Innovation, with no government questions, the time for questions be allocated as follows:

- (f) opposition 20 minutes
- (g) crossbench 20 minutes
- (h) opposition 25 minutes
- (i) crossbench 15 minutes
- (j) opposition 40 minutes.

##### 2.2 Public hearing: Budget Estimates 2019 – 2020 – Better Regulation and Innovation

Witnesses, the public and the media were admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters.

The Chair also reminded the following witnesses that they did not need to be sworn, as they had been sworn at another Budget Estimates hearing for the same committee:

- Ms Rose Webb, Deputy Secretary, Better Regulation Division and Commissioner of Fair Trading, Department of Customer Service
- Mr Andrew Gavrielatos, Executive Director, Specialist Services, SafeWork Operations, Department of Customer Service
- Mr David Chandler OAM, NSW Building Commissioner.

The following witnesses were sworn:

- Mr Peter Dunphy, Executive Director, Specialist Services - NSW Fair Trading, Department of Customer Service.

The Chair declared the proposed expenditure for the portfolio of Better Regulation and Innovation open for examination.

The witnesses were examined by the committee.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 7.01 pm.

The public and media withdrew.

### **2.3 Further hearings**

The committee noted that further hearings have been scheduled for February 2020.

### **2.4 Allocation of questions**

Resolved on the motion of Mr Banasiak: That for the portfolio of Customer Service, with no government questions, the time for questions be allocated as follows:

- (a) opposition 20 minutes
- (b) crossbench 15 minutes
- (c) opposition 25 minutes

## **3. Adjournment**

The committee adjourned at 7.02 pm, until 7.30 pm, Monday 28 October 2019 in the Macquarie Room, Parliament House (Budget Estimates supplementary hearing – Customer Service).

Madeleine Foley  
**Committee Clerk**

## **Minutes no. 12**

Monday 28 October 2019

Portfolio Committee No. 6 – Transport and Customer Service

Macquarie Room, Parliament House, Sydney, 7.30pm

### **1. Members present**

Ms Boyd, *Chair*  
Mr Banasiak, *Deputy Chair*  
Ms Cusack  
Mr Farraway

Mr Mallard  
Mr Mookhey  
Mr Primrose

## 2. Inquiry into Budget Estimates 2019-2020

### 2.1 Allocation of questions

The committee noted that it had previously resolved that for the portfolio of Customer Service, with no government questions, the time for questions be allocated as follows:

- (d) opposition 20 minutes
- (e) crossbench 15 minutes
- (f) opposition 25 minutes

### 2.2 Public hearing: Budget Estimates 2019 – 2020 – Customer Service

Witnesses, the public and the media were admitted.

The Hon Minister Victor Dominello MP, Minister for Customer Service was admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Chair also reminded the following witnesses that they did not need to be sworn, as they had been sworn at another Budget Estimates hearing for the same committee:

- Mr William Murphy, Deputy Secretary for Delivery and Transformation, Department of Customer Service
- Mr Damon Rees, Chief Executive Officer, Service NSW.

The following witness was sworn:

- Ms Emma Hogan, Secretary, Department of Customer Service.

The Chair declared the proposed expenditure for the portfolio of Customer Service open for examination.

The witnesses were examined by the committee.

The public hearing continued.

The evidence concluded and the minister and witnesses withdrew.

The public hearing concluded at 8.30 pm.

The public and media withdrew.

### 2.3 Further hearings

The committee noted that further hearings have been scheduled for February 2020.

## 3. Adjournment

The committee adjourned at 8.31 pm, *sine die*.

Madeleine Foley  
**Committee Clerk**

**Minutes no. 17**

Friday 7 February 2020

Portfolio Committee No. 6 – Transport and Customer Service

Macquarie Room, Parliament House, Sydney, 9.15 am

**1. Members present**Ms Boyd, *Chair*Mr Banasiak, *Deputy Chair*

Ms Cusack

Mr Fang (*until 9.40 am: for the Inquiry into the Sydenham-Bankstown line conversion*)

Mr Farraway

Mr Mallard

Mr Mookhey

Mr Graham (*substituting for Mr D'Adam for the Inquiry into the Sydenham-Bankstown line conversion*)**2. Apologies**Mr D'Adam (*Inquiry into the Sydenham-Bankstown line conversion*)**3. Previous minutes**

Resolved, on the motion of Mr Banasiak: That draft minutes nos. 10, 11 and 12 be confirmed.

**4. Correspondence**

The Committee noted the following items of correspondence:

***Received***

- \*\*\*

***Sent:***

- 31 October 2019 – Email from the secretariat to Mr Gavin Melvin, Office of the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, attaching transcript of evidence with questions on notice highlighted and instructions on how to correct the transcript and return answers to questions
- 31 October 2019 – Email from the secretariat to Ms Priya Pagaddinnimath, Office of the Hon Victor Dominello MP, Minister for Customer Service, attaching transcript of evidence with questions on notice highlighted, supplementary questions and instructions on how to correct the transcript and return answers to questions
- 31 October 2019 – Email from the secretariat to Mr Andrew Dixon, Office of the Hon Andrew Constance MP, Minister for Transport and Roads, and Ms Sally White, Office of the Hon Paul Toole MP, Minister for Regional Transport and Roads, attaching transcript of evidence with questions on notice highlighted, supplementary questions and instructions on how to correct the transcript and return answers to questions.
- \*\*\*

**5. Inquiry into Budget Estimates 2019-2020 – procedural resolutions – further hearings**

The 2019-2020 Budget Estimates timetable for further hearings was agreed to by the House. Below is a table of Portfolio Committee No. 6 hearings:

Date	Portfolio
Monday 2 March 2020	Regional Transport and Roads (Toole)
Monday 9 March 2020	Customer Service (Dominello)
Wednesday 11 March 2020	Transport and Roads (Constance)

Monday 16 March 2020

Better Regulation and Innovation (Anderson)

### 5.1 Total hearing time

Resolved, on the motion of Mr Graham: That:

- the portfolios of Regional Transport and Roads (Mr Toole) and Transport and Roads (Mr Constance), on their respective hearing dates, be examined as follows:

9.30 am – 12.30 pm Hearing with Minister  
 12.30 pm – 2.00 pm Lunch  
 2.00 pm – 5.00 pm Hearing with Departmental staff  
 5.00 pm – 6.00 pm Dinner  
 6.00 pm – 8.00 pm Hearing with Departmental staff

- the portfolios of Customer Service (Mr Dominello) and Better Regulation and Innovation (Mr Anderson), on their respective hearing dates, be examined from 9.30 am to 12.30 pm and from 2.00 pm to 5.30 pm, with the first two and a half hours of the morning session and the first three hours of the afternoon session reserved for questioning equally by the Opposition and cross bench, and the last half an hour of each session reserved for Government questions, if desired.

### 5.2 Order for examination of portfolios: If portfolios are not to be considered concurrently

Resolved, on the motion of Mr Mookhey: That the portfolios under the same Minister be examined concurrently.

### 5.3 Allocation of question time

The committee noted that under the resolution establishing the Portfolio Committees, the sequence of questions at hearings is to alternate between opposition, crossbench and government members, with equal time allocated to each, unless the committee decides otherwise.

### 5.4 Witness requests

Resolved, on the motion of Mr Graham: That no Parliamentary Secretaries be invited to attend as a witness.

Resolved, on the motion of Mr Graham: That members forward witness requests to the secretariat by 4pm Friday 7 February 2020, with the secretariat to forward a compiled list to the Committee for approval.

6. \*\*\*

Mr Fang left the meeting.

7. \*\*\*

### 8. Adjournment

The committee adjourned at 1.30 pm until Thursday 27 February 2020, 1.30pm, Members Lounge, Parliament House (Report deliberative for the Digital Restart Fund Bill 2019)

Stewart Smith/Joseph Cho  
 Clerk to the Committee

**Minutes no. 19**

Monday 2 March 2020

Portfolio Committee No. 6 - Transport and Customer Service

Jubilee Room, Parliament House, Sydney, at 9.16 am

**1. Members present**Ms Boyd, *Chair*Mr Graham, *A/Deputy Chair*

Mr Farlow

Mr Farraway

Mr Mallard

Mr Veitch (*substituting for Mr Mookhey*)**2. Apology**

Mr Banasiak

**3. Election of Acting Deputy Chair**

The Chair called for nominations for a member to act as Deputy Chair for the purposes of this meeting only.

Mr Veitch moved: That Mr Graham be elected as Acting Deputy Chair of the committee.

There being no further nomination, the Chair declared Mr Graham elected Acting Deputy Chair for the purposes of this meeting only.

**4. Previous minutes**

Resolved, on the motion of Mr Graham: That draft minutes no. 17 be confirmed.

**5. Correspondence**

The committee noted the following items of correspondence:

***Received***

- 12 February 2020 – Email from Office of Hon Andrew Constance MP, Minister for Transport and Roads, to the secretariat, providing updated list of witnesses as several requested witnesses do not work at the agency
- 14 February 2020 – Email from Mr Christopher Gulaptis MP, Parliamentary Secretary for Regional Roads and Infrastructure, to the secretariat, confirming his attendance at the Budget Estimates hearing for Regional Transport and Roads on 2 March 2020
- 14 February 2020 – Email from Office of Hon Victor Dominello MP, Minister for Customer Service, to the secretariat, attaching amended list of witnesses for the Budget Estimates hearing for Customer Service on 9 March 2020
- 14 February 2020 – Email from Office of Hon Paul Toole MP, Minister for Regional Transport and Roads, to the secretariat, confirming list of witnesses for the Budget Estimates hearing into Regional Transport and Roads on 2 March 2020
- 14 February 2020 – Email from Office of Hon Victor Dominello MP, Minister for Customer Service, to the secretariat, confirming list of witnesses for the Budget Estimates hearing into Customer Service on 9 March 2020
- 14 February 2020 – Email from Office of Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, to the secretariat, confirming list of witnesses for the Budget Estimates hearing into Better Regulation and Innovation on 16 March 2020
- 17 February 2020 – Email from Office of Hon Andrew Constance MP, Minister for Transport and Roads, to the secretariat, confirming list of witnesses for the Budget Estimates hearing into Transport and Roads on 11 March 2020

- 20 February 2020 – Email from Office of Hon Victor Dominello MP, Minister for Customer Service, to the secretariat, requesting changes to the appearance times of independent officers and IPART witnesses.

***Sent***

- 11 February 2020 – Email from the secretariat, to Mr Christopher Gulaptis MP, Parliamentary Secretary for Regional Roads and Infrastructure, inviting him to appear as a witness at the Budget Estimates hearing for Regional Transport and Roads on 2 March 2020
- 11 February 2020 – Email from the secretariat, to the Hon Victor Dominello MP, Minister for Customer Service, attaching witness invitation for the Budget Estimates further hearing into Customer Service on 9 March 2020
- 11 February 2020 – Email from the secretariat, to the Hon Andrew Constance MP, Minister for Transport and Roads, attaching witness invitation for the Budget Estimates further hearing into Transport and Roads on 11 March 2020
- 11 February 2020 – Email from the secretariat, to the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, attaching witness invitation for the Budget Estimates further hearing into Better Regulation and Innovation on 16 March 2020
- 12 February 2020 – Email from the secretariat, to the Office of Hon Andrew Constance MP, Minister for Transport and Roads, requesting further information regarding declined witnesses who no longer work at the agency
- 21 February 2020 – Email from the secretariat, to the Office of Hon Victor Dominello MP, Minister for Customer Service, advising agreement to independent officers only appearing in the afternoon session and updating witness list
- 25 February 2020 – Email from the secretariat, to Mr Christopher Gulaptis MP, Parliamentary Secretary for Regional Roads and Infrastructure, advising him that he no longer is required to appear as a witness at the Budget Estimates hearing for Regional Transport and Roads on 2 March 2020.

## **6. Inquiry into Budget Estimates 2019-2020 – further hearings**

### **6.1 Order for examination of portfolios**

Resolved, on the motion of Mr Farlow: That with no government questions, the portfolios of Regional Transport and Roads be examined from 9.30 am to 11.30 am with the Minister and Departmental staff, and from 11.40 am to 12.40 pm, and 1.40 pm to 4.20 pm with Departmental staff only.

### **6.2 Allocation of question time**

Resolved, on the motion of Mr Graham: That the sequence of questions at the hearing is to alternate between opposition and crossbench members, with equal time allocated to each.

### **6.3 Supplementary questions**

Resolved, on the motion of Mr Farlow: That further to the resolution of the House, members may lodge supplementary questions with the committee clerk by 5.00 pm within two days, except Saturday and Sunday, of the day of receipt of the transcript of a hearing.

### **6.4 Public hearing: Regional Transport and Roads**

Witnesses, the public and the media were admitted.

The Hon Paul Toole MP, Minister for Regional Transport and Roads, was admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Chair also reminded the following witnesses that they did not need to be sworn, as they had been sworn at a previous Budget Estimates hearing for the same committee:

- Mr Rodd Staples, Secretary, Transport for NSW

- Mr Matthew Fuller, A/Deputy Secretary, Regional and Outer Metropolitan Division, Transport for NSW
- Mr Peter Regan, Deputy Secretary, Infrastructure and Place, Transport for NSW
- Mr Pete Allaway, A/Chief Executive, NSW TrainLink
- Mr Roy Wakelin-King, Executive Director, Regional Roads, Transport for NSW.

The following witness was sworn:

- Mr John Dinan, A/Executive Director, Community and Place, Regional and Outer Metropolitan Division, Transport for NSW.

The Chair declared the proposed expenditure for the portfolios of Regional Transport and Roads open for examination.

The Minister and departmental witnesses were examined by the committee.

The Minister withdrew at 11.30 am.

The following witness was sworn:

- Ms Barbara Wise, Executive Director, Transport and Partnerships, Regional and Outer Metropolitan Division, Transport for NSW.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 4.21 pm.

The public and media withdrew.

## 7. Adjournment

The committee adjourned at 4.21 pm, until 9.15 am, Monday 9 March 2020, Macquarie Room, Budget Estimates hearing (*Customer Service*).

Stephen Frappell/Helen Hong

**Committee Clerks**

## Minutes no. 20

Monday, 9 March 2020

Portfolio Committee No. 6 - Transport and Customer Service

Macquarie Room, Parliament House, Sydney, at 9.22 am

### 1. Members present

Mr Banasiak, *A/Chair*

Mr D'Adam, *A/Deputy Chair (substituting for Mr Mookhey)*

Mr Farlow

Mr Faraway (*until 3.56 pm*)

Mr Graham

Mr Mallard (*from 9.30 am*)

Mr Shoebridge (*substituting for Ms Boyd, until 2.44 pm*)

Ms Faehrmann (*participating from 10.30 am to 11.05 am*)

Mr Mookhey (*participating*)

Mr Searle (*participating from 2.35 pm to 2.50 pm*)

## 2. Election of Acting Deputy Chair

In the absence of the Chair, the Deputy Chair took the Chair for the purpose of the meeting.

The Acting Chair called for nominations for a member to act as Deputy Chair for the purposes of this meeting only.

Mr Graham moved: That Mr D'Adam be elected as Deputy Chair of the committee for the purposes of this meeting only.

There being no further nomination, the Acting Chair declared Mr D'Adam elected Deputy Chair for the purposes of this meeting only.

## 3. Inquiry into Budget Estimates 2019-2020 – further hearings

### 3.1 Order for examination of portfolios

The committee noted that it had previously resolved that portfolio of Customer Service was to be examined from 9.30 am to 12.30 pm, with the first two and a half hours reserved for questioning by the Opposition and cross bench, and from 2.00 pm to 5.30 pm, with the first three hours of the afternoon session reserved for questioning by the Opposition and cross bench and the last half an hour of each session reserved for Government questions.

Mr Mallard joined the meeting.

### 3.2 Public hearing: Customer Service

Witnesses, the public and the media were admitted.

The Hon Victor Dominello MP, Minister for Customer Service, was admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Chair also reminded the following witnesses that they did not need to be sworn, as they had been sworn at another Budget Estimates hearing for the same committee:

- Ms Emma Hogan, Secretary and NSW Customer Service Commissioner, Department of Customer Service
- Mr Clinton Gould, Chief Financial Officer, Department of Customer Service
- Ms Carmel Donnelly, Chief Executive Officer, State Insurance Regulatory Authority
- Mr Damon Rees, Chief Executive Officer, Service NSW
- Mr Greg Wells, Government Chief Information Officer, Department of Customer Service
- Mr William Murphy, Deputy Secretary, Delivery and Transformation, Department of Customer Service
- Ms Rose Webb, Deputy Secretary, Better Regulation Division, Department of Finance, Services and Innovation.

The Chair declared the proposed expenditure for the portfolio of Customer Service open for examination.

The Minister and departmental witnesses were examined by the committee.

Ms Faehrmann joined the meeting.

Ms Faehrmann left the meeting.

The Minister withdrew at 12.01 pm.

The following witnesses were admitted and sworn:

- Ms Elizabeth Tydd, NSW Information Commissioner
- Ms Samantha Gavel, NSW Privacy Commissioner
- Mr Philip Crawford, Chairperson, Independent Liquor and Gaming Authority
- Ms Liz Livingstone, Chief Executive Officer, Independent Pricing and Regulatory Tribunal.

The public hearing continued.

Mr Searle joined the meeting.

Mr Searle tendered the following documents:

- Document entitled 'Divisional EA Workforce Reductions'.

Mr Shoebridge left the meeting.

Mr Searle left the meeting.

Mr Farraway left the meeting.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.01 pm.

The public and media withdrew.

### **3.3 Tendered documents**

Resolved, on the motion of Mr Farlow: That the committee accept and publish the following documents tendered during the Customer Service hearing held on Monday 9 March 2020:

- Document entitled 'Divisional EA Workforce Reductions', tendered by Mr Searle.

## **4. Adjournment**

The committee adjourned at 5.01 pm, until 9.15 am, Wednesday 11 March 2020, Jubilee Room, Budget Estimates hearing (*Transport and Roads*).

Allison Stowe/Laura Ismay

**Committee Clerk**

## **Minutes no. 21**

Wednesday 11 March 2020

Portfolio Committee No. 6 - Transport and Customer Service

Jubilee Room, Parliament House, Sydney, at 9.15 am

### **1. Members present**

Ms Boyd, *Chair*

Mr Banasiak, *Deputy Chair*

Mr Farraway (*from 2.59 pm*)

Mr Graham

Mr Mallard (*until 9.20 am, and from 9.35 am to 4.00pm*)

Mr Martin (*substituting for Mr Farlow*)

Mr Mookhey

### **2. Apologies**

Ms Faehrmann (*participating*)

Ms Sharpe (*participating*)

### **3. Inquiry into Budget Estimates 2019-2020 – further hearings**

#### **3.1 Order for examination of portfolios and allocation of questions**

Resolved, on the motion of Mr Mookhey: That the the portfolios of Transport and Roads be examined concurrently from:

- 9.30 am to 12.30 pm with the Minister and departmental representatives, with equal time allocated between opposition and crossbench and with last half hour being reserved for government questions, and
- 2.00 pm to 5.30 pm with departmental representatives, with equal time allocated between opposition and crossbench and with last half hour being reserved for government questions.

### **3.2 Public hearing: Transport and Roads**

Witnesses, the public and the media were admitted.

The Hon Andrew Constance MP, Minister for Transport and Roads, was admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Chair also reminded the following witnesses that they did not need to be sworn, as they had been sworn at another Budget Estimates hearing for the same committee:

- Mr Rodd Staples, Secretary, Transport for NSW
- Ms Elizabeth Mildwater, Deputy Secretary, Greater Sydney, Transport for NSW
- Mr Howard Collins, Chief Operations Officer, Transport for NSW.

The Chair declared the proposed expenditure for the portfolios of Transport and Roads open for examination.

The Minister and departmental witnesses were examined by the committee.

Mr Graham tendered the following document:

- Bus stop closures – announced and pending / Bus stop closures completed.

Resolved, on the motion of Mr Mookhey: That the the portfolios of Transport and Roads continue to be examined from 12.00 pm to 12.30 pm with the Minister and departmental representatives, with equal time allocated between opposition and crossbench only.

The Minister withdrew at 12.33 pm.

Additional witnesses were admitted.

The Chair reminded the following witnesses that they did not need to be sworn, as they had been sworn at another Budget Estimates hearing for the same committee:

- Mr Peter Regan, Deputy Secretary, Infrastructure and Place, Transport for NSW
- Mr Jon Lamonte, Chief Executive, Sydney Metro
- Mr Philip Holliday, Chief Executive Officer and Director, Port Authority of NSW
- Mr Anthony Wing, Point to Point Transport Commissioner.

The following witnesses were sworn:

- Mr Steven Issa, Deputy Director, Services, Transport for NSW
- Mr Stewart Mills, Chief Executive, Sydney Trains
- Mr Tony Eid, A/Chief Executive, State Transit Authority.

The public hearing continued.

Mr Graham tendered the following document:

- 2019 Pre-election Budget Update.

Mr Mookhey tendered the following document:

- Two photographs of diversions near Victoria Road overhead bridge.

Mr Graham tendered the following document:

- Photograph of person with leg injury.

Resolved, on the motion of Mr Graham: That the portfolios of Transport and Roads continue to be examined from 5.00 pm to 5.30 pm with departmental representatives, with equal time allocated between opposition and crossbench only.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.30 pm.

The public and media withdrew.

### **3.3 Tendered documents**

Resolved, on the motion of Mr Mookhey: That the committee accept and publish the following documents tendered during the Transport and Roads hearing held on Wednesday 11 March 2020:

- Bus stop closures – announced and pending / Bus stop closures completed, tendered by Mr Graham
- 2019 Pre-election Budget Update, tendered by Mr Graham
- Two photographs of diversions near Victoria Road overhead bridge, tendered by Mr Mookhey
- Photograph of person with leg injury, tendered by Mr Graham.

## **4. Adjournment**

The committee adjourned at 5.31 pm, until 9.15 am, Monday 16 March 2020, Macquarie Room, Budget Estimates hearing (*Better Regulation and Innovation*).

Rebecca Main/Laura Ismay

**Committee Clerk**

## **Minutes no. 22**

Monday 16 March 2020

Portfolio Committee No. 6 - Transport and Customer Service

Macquarie Room, Parliament House, Sydney, at 9.19 am

### **1. Members present**

Ms Boyd, *Chair*

Mr Banasiak, *Deputy Chair (until 11.44 am, from 1.05 pm to 2.05 pm, from 2.39 pm)*

Mr Farlow (*until 2.00 pm, from 2.45 pm*)

Mr Farraway

Mr Graham (*until 2.45 pm, from 3.24 pm*)

Mr Mallard (*from 9.50 am*)

Mr Mookhey

Mrs Houssos (*participating from 9.25 am until 2.23 pm*)

Mr Pearson (*participating from 9.23 am to 12.00 pm*)

Mr Shoebridge (*participating from 11.04 am to 11.40 am, from 1.01 pm to 2.03 pm*)

### **2. Inquiry into Budget Estimates 2019-2020 – further hearings**

#### **2.1 Order for examination of portfolios**

Resolved, on the motion of Mr Graham: That the committee examine the portfolios of Better Regulation and Innovation concurrently:

- from 9.30 am to 12.30 pm, with the first two and a half hours reserved for questioning by the Opposition and cross bench, in 20 minute time slots, and the last half an hour reserved for Government questions
- from 1.00 pm to 4.30 pm, with the first three hours of the afternoon session reserved for questioning by the Opposition and cross bench, in 20 minute time slots, and the last half an hour reserved for Government questions
- revisit this at 12.00 pm to determine the timing for the afternoon session.

## **2.2 Public hearing: Better Regulation and Innovation**

Witnesses, the public and the media were admitted.

The Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, was admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Chair also reminded the following witnesses that they did not need to be sworn, as they had been sworn at another Budget Estimates hearing for the same committee:

- Ms Emma Hogan, Secretary, Department of Customer Service
- Mr John Tansey, Executive Director, Regulatory Policy, Department of Customer Service
- Ms Rose Webb, Deputy Secretary and Commissioner of Fair Trading, Department of Customer Service
- Mr Terry O'Brien, Director, Office of Racing, Department of Customer Service
- Mr Peter Dunphy, Executive Director, Compliance and Dispute Resolution, Department of Customer Service.

The following witness was sworn:

- Ms Meagan McCool, Director, Hazardous Chemical Facilities and Safety, SafeWork.

The Chair declared the proposed expenditure for the portfolios of Better Regulation and Innovation open for examination.

The Minister and departmental witnesses were examined by the committee.

Resolved, on the motion of Mr Mookhey: That the afternoon session for the examination of the portfolios of Better Regulation and Innovation occur from 1.00 pm to 4.30 pm, with the first three hours reserved for questioning by the opposition and crossbench and the last half hour reserved for Government questions, and that the Minister be invited back for questioning from 1.00 pm to 2.00 pm.

The public hearing continued.

The Minister withdrew at 2.02 pm.

Mr Graham tendered page 25 of the Report of the Victorian Department of Environment, Land, Water and Planning, entitled 'Victorian Cladding Taskforce', relating to the audit of Victorian Government buildings.

Mr Mookhey tendered an improvement notice from SafeWork NSW.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 3.59 pm.

The public and media withdrew.

### 2.3 Tendered documents

Resolved, on the motion of Mr Graham: That the committee accept and publish the following documents tendered during the Better Regulation and Innovation hearing held on Monday 16 March 2020:

- page 25 of the Report of the Victorian Department of Environment, Land, Water and Planning, entitled 'Victorian Cladding Taskforce', tendered by Mr Graham.
- an improvement notice from SafeWork NSW, tendered by Mr Mookhey.

### 3. \*\*\*

### 4. Adjournment

The committee adjourned at 4.05 pm, *sine die*.

Sarah Dunn/Joseph Cho/Allison Stowe  
**Committee Clerk**

### Draft minutes no. 24

Tuesday 12 May 2020

Portfolio Committee No. 6 – Transport and Customer Service  
via teleconference, at 1.49 pm

### 5. Members present

Ms Boyd, *Chair*

Mr Banasiak, *Deputy Chair*

Mr Farlow

Mr Faraway

Mr Graham

Mr Mallard

Mr Mookhey

### 6. Previous minutes

Resolved, on the motion of Mr Banasiak: That draft minutes nos 19, 20 and 21 be confirmed.

Mr Graham joined the meeting.

### 7. Correspondence

The committee noted the following items of correspondence:

#### **Received:**

- 25 March 2020 – Email from Ms Priya Pagadinnimath, Parliamentary Liaison Officer, Office of the Minister for Customer Service to the secretariat, requesting an extension to provide post hearing responses
- 26 March 2020 – Email from Mr Gavin Melvin, Chief of Staff, Office of Minister for Better Regulation and Innovation to the secretariat, requesting an extension to provide post hearing responses
- 27 March 2020 – Email from Mr Lucas Taylor, Department Liaison Officer, Office of Minister for Regional Transport and Roads to the secretariat, requesting an extension to provide post hearing responses
- 30 March 2020 – Email from Mr Andrew Dixon, Parliamentary Adviser, Office of the Minister for Transport and Roads to the secretariat, requesting an extension to provide post hearing responses
- 6 April 2020 – Letter from the Hon Paul Toole MP, Minister for Regional Transport and Roads, to the secretariat, clarifying evidence given at the hearing on 2 March 2020

- 6 April 2020 – Letter from the Hon. Paul Toole MP, Minister for Regional Transport and Roads, to the secretariat, providing further clarifications to the evidence given at the hearing on 2 March 2020.

**Sent:**

- 11 February 2020 – Email from the secretariat, to the Hon Paul Toole MP, Minister for Regional Transport and Roads, attaching witness invitation for the Budget Estimates further hearing into Regional Transport and Roads on 2 March 2020
- 5 March 2020 – Email from the secretariat to Ms Sally White, Office of the Minister for Regional Transport and Roads, attaching transcript of evidence with questions on notice highlighted and supplementary questions
- 17 March 2020 – Email from the secretariat to Ms Priya Pagaddinnimath, Parliamentary Liaison Officer, Office of the Minister for Customer Service, attaching transcript of evidence with questions on notice highlighted and supplementary questions
- 19 March 2020 – Email from the secretariat to Mr Andrew Dixon, Parliamentary Adviser, Office of the Minister for Transport and Roads, attaching transcript of evidence with questions on notice highlighted and supplementary questions
- 20 March 2020 - Email from the secretariat to Mr Rowan Carter, Office of the Minister for Better Regulation and Innovation, attaching transcript of evidence with questions on notice highlighted and supplementary questions.

## 8. Inquiry into Budget Estimates 2019-2020 – further hearings

### 8.1 Answers to questions on notice and supplementary questions

The committee noted that the following answers to questions on notice and supplementary questions were published by the committee clerk under the authorisation of the resolution establishing the inquiry:

- answers to questions on notice from Ms Lynley Mattes, Executive Assistant & Office Administrator, Information and Privacy Commission NSW, received 30 March 2020
- answers to questions on notice and supplementary questions from the Hon Paul Toole MP, Minister for Regional Transport and Roads, received 3 April 2020
- answers to questions on notice and supplementary questions from the Hon Victor Dominello MP, Minister for Customer Service, received 21 April 2020
- answers to questions on notice and supplementary questions from the Hon Andrew Constance MP, Minister for Transport and Roads, received 24 April 2020
- answers to questions on notice and supplementary questions from the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, received 24 April 2020.

### 8.2 Extension for the return of post-hearing responses

Resolved, on the motion of Mr Mallard: That the committee:

- grant a two week extension to the due date for the return of answers to questions on notice and supplementary questions for witnesses appearing at the hearing for the portfolio of Customer Service to Tuesday 21 April 2020, and
- upon their request, grant up to a two week extension for the return to answers to questions on notice and supplementary questions to any other departments who appeared before Portfolio Committee No. 6 – Transport and Customer Service for its inquiry into Budget Estimates 2019-20 further hearings.

### 8.3 Publication of correspondence clarifying evidence

Resolved on the motion of Mr Farraway: That the committee publish the following correspondence clarifying evidence given during the Budget Estimates further hearings:

- correspondence from the Hon. Paul Toole MP, Minister for Regional Transport and Roads, clarifying the evidence given during the hearing on 2 March 2020, received 6 April 2020
- correspondence from the Hon. Paul Toole MP, Minister for Regional Transport and Roads, clarifying the evidence given during the hearing on 2 March 2020, received 6 April 2020.

#### **8.4 Consideration of Chair's draft report**

The Chair submitted her draft report, entitled *Budget Estimates 2019-2020*, which, having been previously circulated, was taken as being read.

Resolved, on the motion of Mr Graham: That:

The draft report be the report of the committee and that the committee present the report to the House;

The transcripts of evidence, tabled documents, answers to questions on notice and supplementary questions, and correspondence relating to the inquiry be tabled in the House with the report;

Upon tabling, all unpublished transcripts of evidence, tabled documents, answers to questions on notice and supplementary questions, and correspondence relating to the inquiry, be published by the committee, except for those documents kept confidential by resolution of the committee;

The committee secretariat correct any typographical, grammatical and formatting errors prior to tabling;

That the report be tabled on Wednesday 20 May 2020.

#### **9. Adjournment**

The committee adjourned at 1.53 pm, *sine die*.

Shu-Fang Wei  
**Committee Clerk**

